

**SOUTHBANK SINFONIA AT ST JOHN'S SMITH SQUARE
WELCOME DESK AND SALES ASSISTANT JOB DESCRIPTION**

Responsible to: Box Office Manager

Responsible For: The post has no line management responsibility

Position type: Casual

SOUTHBANK SINFONIA AT ST JOHN'S SMITH SQUARE

Southbank Sinfonia at St John's Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra - Southbank Sinfonia, and the venue – St John's Smith Square. Now one organisation, with a unified management structure, Southbank Sinfonia at St John's Smith Square is a dynamic beacon for classical music.

St John's Smith Square is home to our orchestral fellowship programme, Southbank Sinfonia, and serves as a concert venue hosting public and private performances, rehearsals and recording sessions, filming, workshops, and private events. The Footstool café-bar, run by our catering partner Leafi, is located in the crypt and operates a daytime café service and an evening bar for concerts and events. Our team works across two sites – the venue itself and also a rented office space located close by at 4 Millbank.

ROLE OVERVIEW

The Welcome Desk and Sales Assistant is a key member of the front of house team, comprising box office, venue management, duty management, and ushers.

This is a crucial role for the organisation, helping to ensure that every visitor to our venue (artist, audience, colleague or other) receives a warm, confident, and helpful welcome. As the first person to greet visitors, either in person or by telephone, you will embody our organisational values at all times with friendly efficiency.

KEY RESPONSIBILITIES

These include:

- Providing a confident, friendly, and assured welcome to all visitors to St John's Smith Square. These may include artists, promoters, business colleagues, trustees, education groups, audience members, tourists, or visitors to the café.
- Providing a Box Office telephone and counter service on weekdays, and at evening and weekend events as required.
- Answering telephones and processing calls efficiently, whether by answering enquiries, passing the call to an appropriate colleague, or selling tickets.
- Responding promptly and efficiently to email enquiries from customers and promoters.
- Liaising with external hirers and promoters regarding ticket requirements.
- Maintaining accurate customer records on the box office system (currently Ticketsolve but moving to Spektrix), ensuring that GDPR best practice is followed.
- Preparing and displaying promotional materials across the venue and making sure they are up to date.
- Ensuring that the Box Office is tidy and well-stocked.
- Providing administrative support across the organisation as required.
- Other duties as required by the Box Office Manager.

PERSON SPECIFICATION

Southbank Sinfonia at St John's Smith Square is able to achieve all it does thanks to a dedicated, hard-working team. Within this, each colleague plays a singular role, vital to the organisation.

We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience in every element of the key responsibilities above.

You should be articulate and engaging – you will be proud to be the first person people encounter when they come to Southbank Sinfonia at St John's Smith Square.

Applicants are encouraged to draw on any relevant experience they may have gained in voluntary work or in their own projects. There are, however, a number of qualities we are looking for:

Essential

- A broad knowledge of and interest in classical music and the performing arts
- Previous experience of working in a customer-facing role
- Confident written and verbal communication skills
- Good MS Office and IT skills
- Excellent attention to detail
- An enthusiastic team player with a proactive "can do" attitude
- Ability to manage and prioritise a diverse and fast-moving workload, anticipating and meeting deadlines as required
- Ability and willingness to work weekends and evenings as required
- Excellent time-keeping skills with a committed and responsible attitude

Desirable

- Previous Experience of working in an arts venue
- Previous experience in a box office or retail/sales role
- Knowledge of CRM and ticket sales systems (Spektrix) and Adobe In-Design

SALARY AND TERMS AND CONDITIONS

This is a casual position, and hours will be agreed with the successful candidate according to a rota agreed one calendar month in advance.

Salary: £12.50 per hour + holiday pay

Pension: Southbank Sinfonia at St John's Smith Square operates a work-place pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures.

Hours: flexible, according to the rota agreed one month in advance

Annual Leave: Annual Leave entitlement is calculated pro rata and paid on a monthly basis.

Probationary period: Six Months

Notice Required: One Month

Start date: Immediate

Location: St John's Smith Square, London SW1P 3HA. You may be asked to work in other locations from time to time as required.

HOW TO APPLY

Please apply by filling in the Job Application Form and send this, by email, to **Imogen Retey** at imogen@sjss.org.uk . Please note that CVs will not be accepted. As part of our commitment to equality, diversity and inclusion, all applications will be anonymised before consideration for shortlisting by the selection panel.

This advert has a rolling deadline and we will interview applicants as soon as possible upon receiving an application.

Interviews will take place at St John's Smith Square and will be arranged on a case-by-case basis.