
Job Description

Job Title:	Sales Advisor
Hours:	10 hours (+ overtime where available)
Salary Band:	£6916 per annum / £13.30 per hour
Reports To:	Box Office Manager

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to careers@theotherpalce.co.uk.

Please include your current notice period (if any) and when you would be available to start.

Please note we are looking for candidates to start as soon as possible.

If you have any questions or would like more information about the role, please email careers@theotherpalce.co.uk including the role you are enquiring about, and the relevant person will be in touch.

Main Purpose:

The Other Palace is looking for a motivated and enthusiastic Sales Advisor to help provide an efficient and effective welcome desk operation. The welcome desk provides a warm greeting and ticketing sales support and help with enquiries for audiences and visitors as well as administration support to departments, contractors and visiting performers. The welcome desk also has fire alarm panel and CCTV monitoring duties. The key elements of the role include:

- To greet all visitors and audience members with first-class customer service providing a warm, friendly and helpful welcome to the venue.
- To always ensure first-class customer service, with consistent service standards and to promote the selling (and upselling) of tickets and ancillary sales to customers, whether in person, online or by telephone.
- Use of the ticketing system Spektrix.

This role would be suitable for someone who enjoys working on their own but can also work well as part of a team.

Responsibilities include:

1. To greet all visitors with or without appointments and deal with their enquiries professionally and efficiently when working at the Welcome Desk.
2. To always ensure first-class customer service, with consistent service standards and to promote the selling (and upselling) of tickets and ancillary sales to customers, whether in person, online or by telephone.
3. To ensure that incoming calls are answered promptly and directed to the right department promptly and politely.
4. Develop a strong working relationship with all other departments, supporting events, projects, and programmes in other departments.
5. Monitor the Fire Alarm Panel and alerting the Duty Fire Marshal should the need arise and Monitor access to the building outside of performance times when on the welcome desk.
6. You will create a culture of pride in the workplace by always ensuring clean and well-presented public spaces within the building.

7. Ensure that the Welcome desk take and distribute messages, forward emails as appropriate and maintain an efficient internal communications system including Sorting and distributing incoming and outgoing mail as required, Receive and sign for parcels, special delivery items and packages that arrive during the day. Ensure that deliveries are logged and distributed by informing the relevant persons of their arrival.
8. Be a designated 1st Aider and Fire Marshall. Training will be provided.
9. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a "protected characteristic" and within the framework of equal opportunities.

Personal Development:

1. Ensure personal mandatory training is up to date
2. With the help of the Box Office Manager, review own work against the requirements for the role and identify any development areas
3. Alongside the Management Team, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

PERSON SPECIFICATION

Position Title:	Sales Advisor	Date Prepared:	29/03/23
Department:	Box Office		

AF= Application Form		I = Interview		T= Test	
	REQUIREMENTS	Essential	Desirable	Assessed	
1.	EXPERIENCE AND KNOWLEDGE				
1.1	At least 1 years' experience within a sales' team ideally within a theatre/arts/performance venue		✓	AF/I	
1.2	Knowledge of box office and CRM systems. (e.g. Spektrix)		✓	AF/I	
1.3	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.		✓	AF/T/I	
1.4	Experience of supporting marketing, promotions and strategies.		✓	AF/I	
1.5	The ability to multi-task in a busy environment and excellent Microsoft office skills	✓		AF/I	
1.6	Good Attention to Detail	✓			
1.7	Willingness to work evenings and weekends	✓		AF/I	
2.	COMPETENCIES				
2.1	RELATING AND NETWORKING a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict	✓		AF/I	

	e. Uses humour appropriately to enhance relationships with others			
2.2	WORKING WITH PEOPLE a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/I
2.3	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals	✓		AF/I
2.4	ADAPTING AND RESPONDING TO CHANGE a. Adapts to changing circumstances b. Accepts new ideas and change initiatives c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences e. Deals with ambiguity, making positive use of the opportunities it presents	✓		AF/I
3	EDUCATION AND TRAINING			
3.1	A minimum of 5 GCSE grade A*-C passes, including in English and Maths	✓		AF
3.2	Further level education or experience in Sales and / or Customer Service		✓	AF
3.3	Fire & Evacuation training		✓	AF
3.4	First Aid at Work qualification		✓	AF