

Job Summary

YOUNG VIC YOUNG ASSOCIATE – CUSTOMER SERVICES

The Customer Services Young Associate will work in close collaboration with the Front of House and Welcome Teams. The Customer Services Young Associate will be managed by Paul Marshall, Theatre Manager.

Responsible to: Theatre Manager and Front of House Manager

Salary: £14,428 for 9 months (£19,237 pro rata)

Hours: 10am – 6pm weekdays, four days a week. Regular weekend and evening work will be required.

Key objectives: To support the work of the Front of House Manager and the Welcome Team.

This is front-line role which will give you a deep understanding of the Young Vic and our work; it includes sales, looking after the health, safety and welfare of staff, visitors and audiences and delivering excellent customer service, internal and external communication and ensuring that the theatre is always welcoming and looks its best.

Role and Responsibilities:

Welcoming Visitors

- Provide a friendly and efficient welcome for all who visit, contact or work at the Young Vic and have a good understanding of the Young Vic's artistic programme and daily operations in order to provide assistance and information.
- Be one of the first points of contact for visitors and audience members both on the phone and in person.
- Work to maintain very high standards of appearance for the building at all times by carrying out daily checks, undertaking immediate house-keeping such as replacing posters or photographs, cleaning up rubbish and reporting more significant issues to be fixed to the Operations Assistant.
- Effectively and efficiently deal with customer enquiries.

Box Office and Ticket Sales

- Enable the Young Vic to reach its sales targets for each production by selling tickets and supporting campaigns.
- Ensure effective, accurate and efficient sales of tickets and merchandise.
- Be confident in the use and administration of Tessitura ticketing system.
- Manage all aspects of the ticketing process efficiently and competently including company holds.
- Liaise with external producers and their ticket requests as and when required.

Administration

- Ensure that calls to the Theatre's Administration phone are answered promptly and that callers' requests/queries are dealt with efficiently and effectively.
- Report any building issues to a member of the management team and take any immediate action as necessary.
- Ensure that all public areas and spaces of the theatre are always presented at their very best and take personal action to maintain these standards whenever necessary.
- Order stationery, check incoming stock and ensure proper distribution.
- Monitor and manage stock such as programmes and ice creams for Front of House and Box Office.
- Create and maintain daily reports for Box Office and Front of House as required.
- Assist the Marketing and Press department with paper cuttings and posters.
- Put up posters for productions and ensure that these are replaced as needed.
- Ensure that the daily post collection is carried out.

General

- Participate in departmental and company meetings.
- Attend all Young Vic productions in the dress rehearsal or first preview.
- Ensure that all public areas and the sales area in particular, are kept clean, presentable and safe at all times.
- To actively participate in and support the work experience programme of the Young Vic.
- To be an active and supportive member of the Young Vic staff team.
- Carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Young Vic.
- Attend mentoring meetings.
- To promote, and act within all the Young Vic's company policies including but not limited to the Equal Opportunities Policy, Dignity at Work policy and Health and Safety policy.

Person Specification

YOUNG VIC YOUNG ASSOCIATE – CUSTOMER SERVICES

Programme Criteria

- All applicants must be aged between 18-25
- You must live in Southwark
- You must have the right to live and work in the UK
- You must be able to commit to the programme from March-November 2019 for four days a week

Skills required

- Commitment to working within the wider community
- Excellent communication skills and a supportive team member
- Some experience with Microsoft Office
- Attention to detail
- Ability to work on your own initiative
- Reliability
- Ability to work under pressure
- A desire and willingness to learn
- An interest in theatre and the arts