

Babylon ARTS

Job Description & Person Specification

Gallery Box Office & Admin Assistant (Casual)

CONTEXT

Babylon ARTS, (operated by Arts Development East Cambridgeshire) is a charity committed to inspiring, developing and delivering quality arts events and activities to engage communities in Ely and West Anglia. We were established 27 years ago and operate from our micro arts venue Babylon Gallery situated on the riverside in Ely where we hold art exhibitions and live events. We run professional arts projects in communities across East Cambridgeshire and work with many local organisations and libraries to bring quality creative projects into communities. We also run Ely Cinema at the Maltings.

ROLE DESCRIPTION

JOB TITLE: Gallery Box Office & Admin Assistant (Casual)

FT/PT: This is a part-time position, offered on a casual basis. Shifts to be agreed around 2 weeks before the start of each calendar month. Working Days will mainly be on Saturday and Sundays, but will also be offered on other days of the week as required. A typical shift will be 11.30am to 4.30pm.

DURATION: Casual, permanent.

LOCATION: Babylon Arts, Waterside, Ely, CB7 4AU

SALARY: £9.50 per hour + 3% Pension Contribution after the first 3 months (subject to employee eligibility and contributions being made)

HOLIDAY: 24 Days per annum (pro-rata)

MAIN PURPOSE OF THE ROLE

The Gallery Box Office & Admin Assistant will play an important part in the delivery of our work at the weekend and when the Box Office and Admin Officer is on leave. They will be the person responsible for box office duties in the gallery, which includes providing great customer service both in-person and on the phone and dealing with all sales transactions such as ticket sales, retail sales and exhibition sales. They will carry out basic admin duties as requested by the Box Office and Admin Officer. They will also be supported by and supervise a volunteer gallery steward (where possible) whilst they are on duty.

LINE MANAGEMENT

The Gallery Box Office & Admin Assistant (Casual) will be line-managed by the Box Office and Admin Officer, with overall supervision by the Chief Executive. Note that the role works independently and without direct supervision during their shift. Therefore, it is only suitable for people aged 18 upwards.

KEY DUTIES AND RESPONSIBILITIES

Box Office & Gallery Administration

- Open the Gallery and check everything is in order, closing up again at the end of the shift.
- Provide friendly and efficient customer service at all times
- Undertake all administration in connection with the sale and booking of tickets for the cinema and other events, training will be given for our Patronbase system
- Use the cash till and credit card machine
- Assist with the support and training of volunteers and helping to ensure volunteers are able to act professionally and with confidence in their role
- Process Babylon Arts Memberships when people purchase them and encourage the take-up of membership by those who buy tickets.
- Provide friendly and professional information about the exhibition (notes are provided) and encouraged interaction with displays and activities as appropriate
- Provide first aid assistance if required. Accredited first aid training will be given if not already qualified.
- Safely evacuate everyone from the building should a fire or other emergency situation arise.
- Any other administrative duties as reasonably requested

The post may be subject to an enhanced DBS disclosure. You will be required to provide the necessary documentation for the checks to be carried out. We also reserve the right to request additional DBS checks at any time in the future. Babylon ARTS is an equal opportunities employer. We celebrate diversity and are committed to providing an inclusive environment for all our employees.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education & Training:	Fluent in English and competency in maths, to grade C at GCSE level or equivalent	Administrative or financial qualifications
Knowledge of:	How box offices operate General principals around good customer service Managing/coordinating volunteers	The arts and or film.
Relevant Experience of:	Working in an administration role, in a customer facing environment.	Working in a small team.
Skills and abilities	Has a high level of organisational skills.	

	<p>Excellent attention to detail, both when checking written information and when dealing with financial processes such as recording payments and ticket bookings</p> <p>Ability to multi-task and focus when people are regularly in contact by phone and in person.</p>	
Personality	<p>Confident, professional and resilient</p> <p>Demonstrates energy and enthusiasm and the ability to engage the public in a friendly and professional manner.</p> <p>Supportive of others and able to share knowledge and skills effectively.</p>	
General	<p>Enthusiasm for professional development in order to achieve additional skills as required by the role.</p> <p>Ability to work flexible hours to meet project requirements (some evening and weekend work is required when events are held).</p>	

Application

To apply please email or post us a short cover letter explaining why you would like this role and what experience and/or skills you would bring to it, with your current CV.

Email: office@babylonarts.org.uk

Post: Babylon Gallery, Waterside, Ely, CB7 4AU

We will invite applicants we consider to meet the necessary requirements to an interview at the Babylon Gallery on a rolling basis. There is no deadline, but once we feel we have enough new members of our casual team we will stop accepting new applications.