



**NEW
WOLSEY
THEATRE**

NEW WOLSEY THEATRE

Box Office Assistant (Casual) Recruitment Pack

Deadline: 9am, Wednesday 29th May 2024
Interviews: Thursday 6th June 2024

Photo credit: Will Green Photography

Welcome

Hello,

We're excited that you're reading this application pack.

The New Wolsey Theatre is looking for a **Box Office Assistant** to join our friendly team on a casual, hours as required basis. If you love meeting people, enjoy creating great experiences, and serving customers in a friendly and helpful manner both on the telephone and in person, then this is the role for you.

As a Box Office Assistant you will often be the first point of contact for our customers, so this is your chance to put your welcoming attitude and great customer skills to good use, whether you're on the phone or seeing a customer face-to-face.

We are looking to cover around 15 hours per week on average, with working hours varying week to week depending on the activity of the theatre. The Box Office is open Monday- Saturday 10am to 6pm, extending to 8pm on days there is an evening performance.

We're interested in hearing from candidates with some (but not necessarily all) of the skills and experience outlined in the job description.

It is an exciting time to join our award winning theatre. Across the work on our stage, in our purpose built participation space (NW2), in schools and community settings and in touring venues across the country, we are delivering brilliant audience experiences, life enriching participation and vital community engagement. All our work is driven by our belief in the transformative and life enhancing power of theatre and creativity.

The deadline for applications is **9am on Wednesday 29th May 2024**
Interviews will be held at the theatre on **Thursday 6th June 2024**

We will reimburse reasonable travel expenses for candidates to attend interviews.

We know what it's like when you're considering applying for a new job. It can be exciting and a little daunting thinking about joining a new organisation and working with new colleagues. NWT is a company of brilliant people, some know the organisation inside out, and others are just starting to put down new roots, including award-winning theatre director, playwright and cultural leader Douglas Rintoul, Chief Executive/ Artistic Director, who moved from London to Ipswich in 2022.

We'd love applications from people of all backgrounds, especially from Black, Asian and ethnically diverse backgrounds, those who identify as deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds. We are up for exploring support and development needs and will make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

If you have any further questions after reading this material or would like an informal and confidential discussion about the position, or if you would like this candidate pack in different accessible formats please contact Lucy Parker lparker@wolseytheatre.co.uk 01473 295940

We look forward to hearing from you.

The New Wolsey Theatre



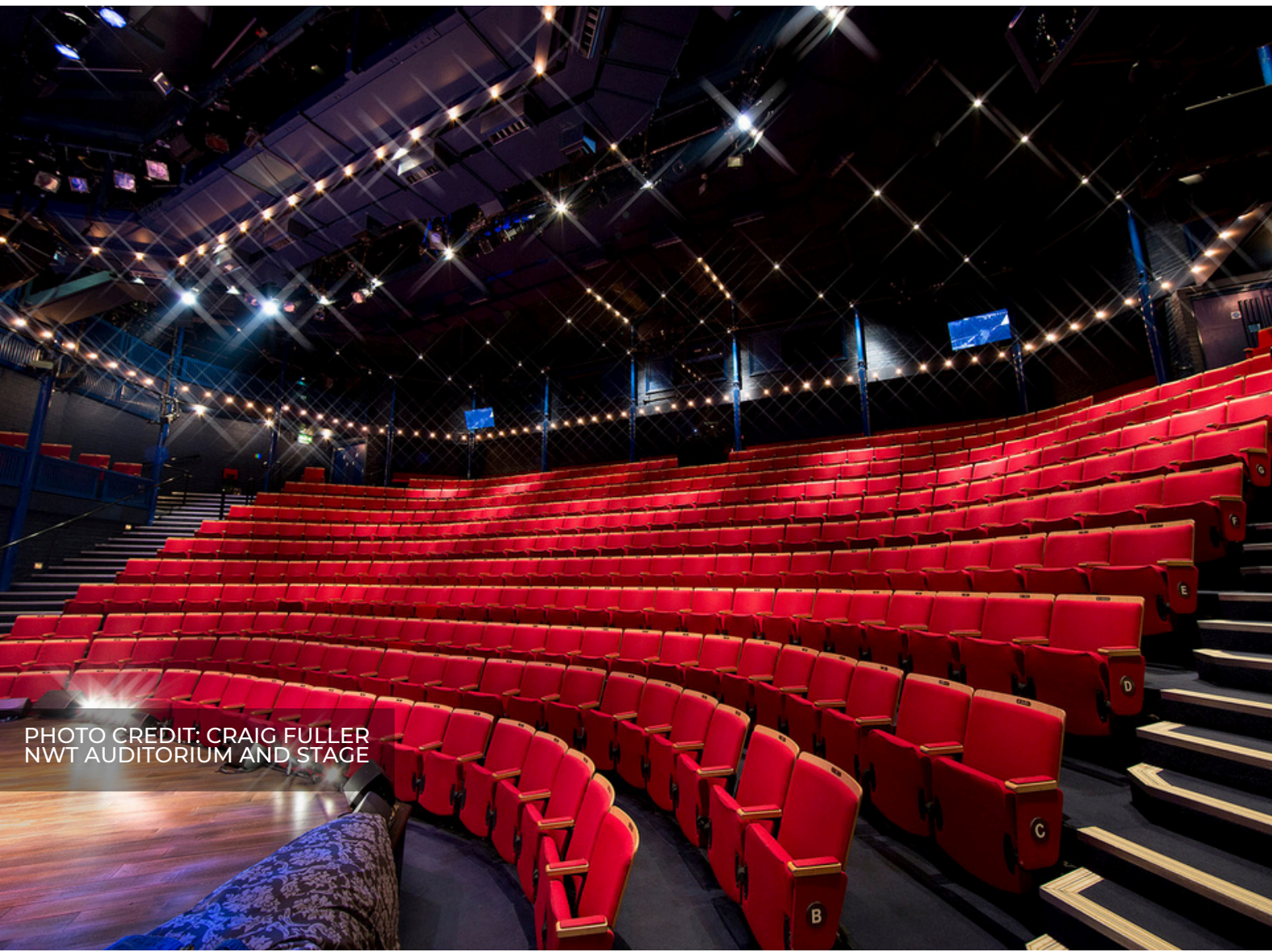
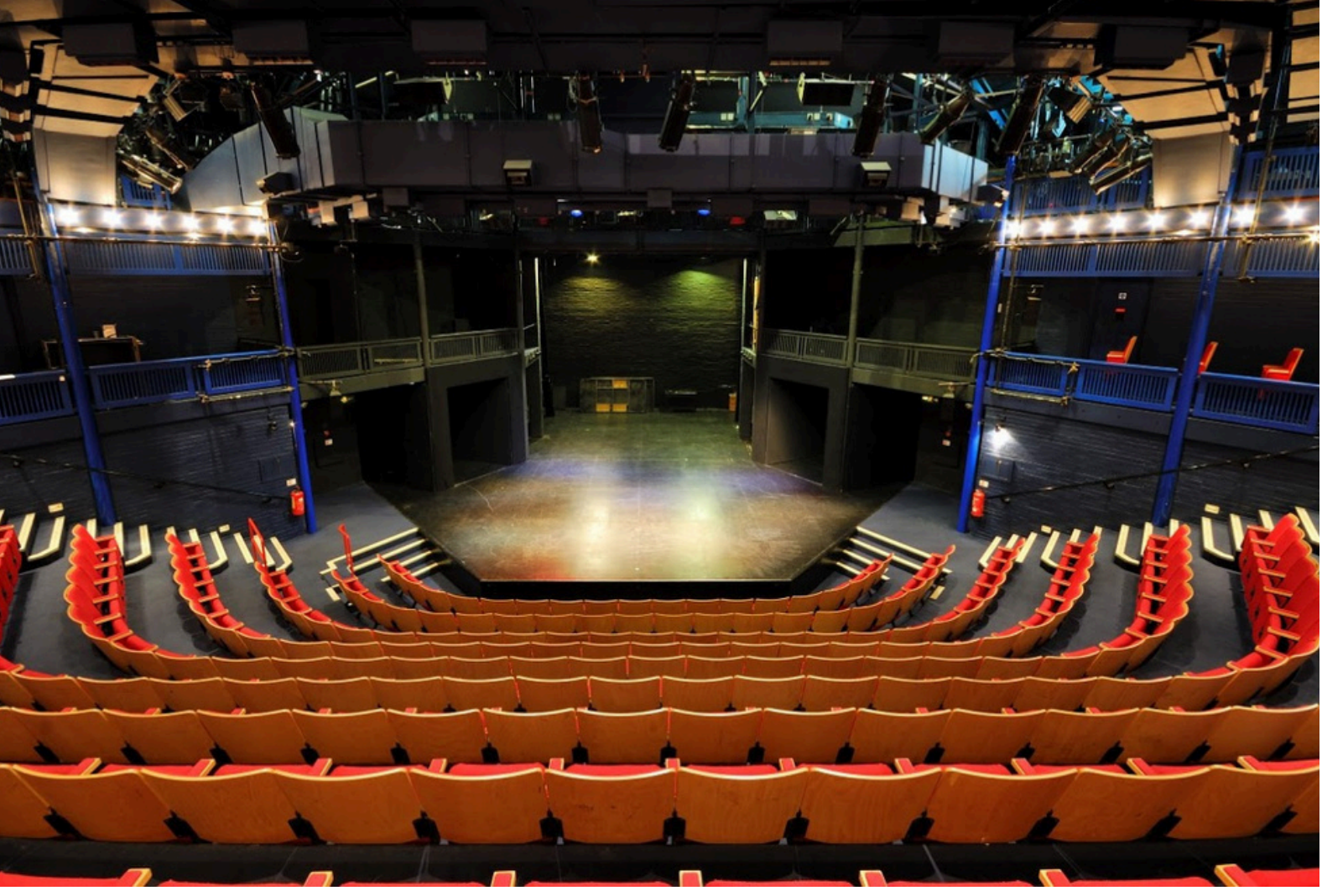


PHOTO CREDIT: CRAIG FULLER
NWT AUDITORIUM AND STAGE



THE BIG AFTERNOON (2023)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

About you

You will have experience of working in a customer service environment, and/ or have the ability to provide a great customer experience.

You will be excited by providing exceptional customer service, and will have creative ideas about how to give our customers a really great experience that is just right for our friendly, welcoming theatre.

You may be not sure that you can do all aspects of the job but you will be willing to be supported by theatre colleagues in developing your existing skills and learning new ones, for example, learning how to use our sales and ticketing software (Spektrix).

We are looking to cover around 15 hours per week on average, with shift times varying week to week depending on the activity of the theatre.

We will expect you to work some evenings and weekends – these are the fun times when shows are on! There may be times when we offer additional hours (to cover sickness or annual leave, for example) and you would be paid for those hours accordingly. Do let us know in your application if you are looking for specific hours/ days.

You don't have to have worked at a theatre before, but you will need to be able to serve customers in a friendly and helpful manner, on the telephone, via email and live chat and in person.

We believe that the welcome given to audiences from our brilliant team is just as important as the performances in the theatre auditorium and we are very proud to have been shortlisted for the UK Theatre's Most Welcoming Theatre Award.

Job Description

Job Title: Box Office Assistant (Casual)

Responsible to: Sales Manager

Job Purpose: To provide friendly and efficient Box Office sales service for New Wolsey Theatre customers, supporting the Communications Team, to grow the New Wolsey Theatre's earned income and reputation for great customer service.

Key Relationships: Box Office Supervisor, Front of House Duty Manager, Head of Marketing.

Key Responsibilities:

- To serve customers in a friendly and efficient manner, providing an excellent telephone, email, live chat and in-person Box Office service using the ticket sales system, Spektrix (training will be provided)
- Be a friendly and knowledgeable first point of contact for ticket enquiries
- Support the Box Office Supervisor and Sales Manager to maintain and administrate the ticket sales system Spektrix
- Ensure that the processing of tickets bookings, and the provision of information to bookers, is accurate and compliant with New Wolsey Theatre policies and procedures
- Ensure the administrative and financial processing aspects of ticket sales, including but not restricted to, cashing up and banking procedures, are completed accurately and in a timely manner
- To be part of the Front of House operation during show/event times, contributing to a positive visitor experience
- Assist with special events, such as opening nights, as required
- To assist with the sale of programmes and merchandise as required
- To operate the tills and PDQ machines, handling cash and vouchers as required

Other

- To contribute to ensuring that a communicative and collaborative working environment is maintained within the department at all times
- To ensure all duties are performed working within current Health & Safety requirements, employing good, safe, working methods and practices, which are also in accordance with the New Wolsey Theatre's Health & Safety policy, procedures and practices
- To support the development and integration of the organisations Inclusivity and Relevance and Environmental Responsibility practices.
- Maintain the security and confidential status of all information as designated, and to conduct all activities in a professional manner at all times
- To undertake any other reasonable responsibilities as and when required

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive

Person Specification

We're interested in hearing from candidates with some (but not necessarily all) of the skills and experience outlined below:

- Experience of working in a customer service environment - telephone and/or in person
- Experience of/the ability to provide excellent customer service and a great visitor experience
- IT proficient with good working knowledge of Microsoft Office, particularly Word and Excel.
- Enthusiastic and professional with a good sense of humour and a positive outlook
- Good teamwork skills
- Ability to work independently and to take responsibility for workload
- Calm approach to problem solving unexpected situations under pressure
- A welcoming and inclusive attitude, reflecting New Wolsey Theatre's commitment to equality, diversity and inclusion.
- Experience of using telephone sales or ticketing software
- Knowledge of Spektrix
- Knowledge of the arts and an interest in the theatre



Terms and conditions

Contract

This is a Casual 'Zero Hours' contract, subject to 6 months' probationary period.

Rate of Pay

£11.50 per hour. An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

Hours

The Box Office is open Monday- Saturday 10am to 6pm, extending to 8pm on days there is an evening performance.

Casual Box Office Assistant hours will vary depending on the needs of the theatre. Shifts can be day time, evening or weekends.

An example of typical shift times are 9.45am to 6pm, 9.45am to 7.45pm, 9.45am to 3pm, or 3pm to 6pm.

Location

Based at the New Wolsey Theatre, Ipswich, IP1 2AS.

Holiday

Staff working at variable times will be paid for any holiday accrued throughout the year. Holiday will be calculated based on hours worked during the previous 52 weeks.

Pension

NWT provides a contributory pension scheme for eligible employees with Now: Pensions. Employer contributions 3%, employee contributions 5%

Other Benefits

- Training and personal development opportunities including role specific training and organisation-wide training e.g. Disability Equality Training, Environmental Awareness Training
- Complimentary and discounted theatre tickets
- Discounts in the theatre café and bar
- Occupational sick pay scheme
- Free eye tests
- Enhanced maternity leave pay

How To Apply

We are inviting people interested in being our **Box Office Assistant** to complete an Application Form and our Equality, Diversity and Inclusion Monitoring Form both of which are available to download from our website

<https://www.wolseytheatre.co.uk/current-vacancies/>

Please note, we do not accept CVs as a form of application, however you may submit a concise CV containing your education, training, qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch.

For example, if submitting a written application form is not the best way for you to tell us about your skills and experience, we can accept your application another way, such as video, audio file, or you could dictate your application to us over the phone.

However you choose to apply, you will need to tell us about your education, training and qualifications, and employment history as well as to tell us:

- Why are you interested in the role and working at the NWT?
- What skills and experience make you the best person to be our Box Office Assistant?

Please read through the Job Description, Job Specification and Person Specification before applying for this role, these can be found above in this document.

If you have any questions or would like an informal chat about the role, please contact Lucy Parker on lparker@wolseytheatre.co.uk 01473 295940.



About our work

In 2022-2023 we staged 286 performances (53 productions) including 41 Livestreamed performances with 2,314 viewers.

The development of actor-musician musicals (new writing and regional premieres/revivals) is a major strand of NWT's programme. In 2022 we produced the regional, actor-musician premiere of the musical **Kinky Boots** (a co-production with Queen's Theatre Hornchurch). In 2023 we revived Emma Rice's adaptation of Noel Coward's **Brief Encounter** which wowed audiences in our auditorium (a co-production with Wiltshire Creative in association with Yvonne Arnaud Theatre that toured to Theatre Royal Bury St. Edmunds and Northern Stage). In 2024 we are co-producing a new actor-musician production of **Little Shop Of Horrors** with Bolton Octagon Theatre, Hull Truck Theatre and Theatre By The Lake and **Footloose** with the Pitlochry Festival Theatre.

The annual Rock 'n' Roll Pantomime with a company of actor-musicians continues to be a record-breaking success and is firmly established as an Ipswich institution. **Dick Whittington and his Cat** recently played to 29,000 people across 80 performances.

A new strand of our work combines the staging of a schools curriculum text with a commitment to casting early career actors from the region. In 2023 we revived Dennis Kelly's modern classic **DNA**, and in 2024 we produced a pacy and inventive adaptation of **Romeo & Juliet**.

We present a range of productions throughout the year from touring companies including English Touring Theatre, London Classic Theatre, Le Navet Bete, Frozen Light, Scratchworks Theatre Company, ATC, Middle Child, Rifco and Tilted Wig.

The pandemic enabled us to expand and innovate with digital tools. Our first 'blended production', **The Snow Queen**, was performed live in the theatre in December 2020 and uniquely involved live contribution from audiences in their homes. It was simultaneously livestreamed to audiences around the world. NWT continues to livestream much of its produced work ensuring isolated audiences can have access to theatre and we won the Best Digital Pantomime in the UK at the Pantomime Awards 2021, for our production of **Jack and the Beanstalk**.





BRIEF ENCOUNTER (2023)
PHOTO CREDIT: MARC BRENNER

continued..

About our work

Not all our work is just about us. We have an inspiring cohort of inspiring associate artists including Aspire Black Suffolk, Jamie Beddard, Mae Munuo, Martha Loader, Paper Birds and Spinning Wheel Theatre.

In 2024 we are co-producing Martha Loader's darkly funny new play *Bindweed* with The Mercury Theatre Colchester and High Tide, in association with The Royal Exchange Theatre. Martha was recently announced as a winner of the Film4 and Peggy Ramsay Foundation Bursary and will join us for a one year attachment with NWT in 2024.

We in the process of cultivating exciting projects and co-productions with new UK and international partners for 2025 and beyond.





LITTLE SHOP OF HORRORS (2024)
PHOTO CREDIT: PAMELA RAIH

Creative Communities

NWT recognises that culture plays a significant role in building and sustaining communities. We believe in the power of the creative potential in each of us, and strive to provide communities from every part of Ipswich with opportunities to participate in, make and enjoy culture.

Creative Communities is our programme of productions, projects, activities and opportunities for young people, local communities, and the education sector. Some of our recent work includes:

- A social prescribing project **Tell Your Story** delivered in collaboration with the NHS
- A **Warm Space** offer in our Front of House that supported the most vulnerable members of our local community during the cost of living crisis
- **Let's Play** an early years project created in partnership with a local primary school
- **Get up and Go** free summer activity for children in receipt of free school meals
- **The Big Afternoon** a free, outdoor community festival
- **Metamorphoses** a mainstage production of a new adaptation of Ovid's epic poem by our Senior Youth Theatre
- **Hare & Tortoise** a Primary schools production touring to 24 schools across Suffolk

Our Creative Communities work also includes supporting the education sector to engage with our produced work; offering creative careers focused opportunities to young people and community hires in our main auditorium.

We run seven term time Youth Theatre groups, including our new Young Company offer for 16-21 year olds who are emerging theatre makers. There are 150 spaces for young people to take part across the year which includes our Youth Theatre Plus and Squared offer for disabled and neurodivergent young people.

Alongside our own projects we regularly collaborate with other organisations and support the work of a wide range of local groups including Aspire Black Suffolk (advocacy), Volunteering Matters (social action), UnScene Suffolk (a community arts organisation for visually impaired adults), Ipswich Youth Steel Band and Suffolk Refugee Support, by hosting them in NW2. Having communities, staff, practitioners, and artists in the same space provides fertile ground for future creative collaborations ensuring NWT is truly representative of Ipswich.





HARE & TORTOISE (2024)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



SENIOR YOUTH THEATRE
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



METAMORPHOSES (2023)
PHOTO CREDIT: WILL GREN PHOTOGRAPHY



ROMEO & JULIET (2024)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

Arts and Culture, Suffolk and the East of England

If you don't know much about Ipswich, it's the county town of Suffolk and is a medieval port and industrial town with a strong history; the urban area has a population of 130,000 and all eyes are currently on the town – and for good reason. The town has been reinvented by investment in its extremely popular waterfront as well as the introduction of the University of Suffolk in 2007. It has a new vision to transform the life of the town and has one of the fastest-growing economies in the UK and is emerging as one of the best places to live in the country.

Unusually, Ipswich has a very large arts ecology, being home to local, regional, and internationally renowned companies including DanceEast, Gecko Theatre, High Tide, Russell Maliphant, Spill Festival, Eastern Angles, Red Rose Chain and New Wolsey Theatre. The cultural sector is dynamic, connected and collaborative; the leadership of NWT plays a significant role.

Because the town is small, it means it has everything you need within proximity. You also get the benefit of the Suffolk countryside, and it's only about 12 miles from the coast. Ipswich Station and Derby Road are the two primary train stations in the town. The former is on the London to Norwich line and has services to London Liverpool Street in a little over an hour. There are also direct trains to Colchester, Felixstowe, Lowestoft, Peterborough and Cambridge.





IPSWICH WATERFRONT
PHOTO CREDIT: IPSWICH CENTRAL



CHRISTCHURCH MANSIONS, IPSWICH
PHOTO CREDIT: IPSWICH MUSEUMS

Equal Opportunities

The mission of NWT is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. We aim to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. We oppose all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our organisation, the arts industry and on our stages. We are particularly interested to receive applications for this role from Black, Asian and ethnically diverse people, those who identify as deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds.

We are happy to make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.



Environmental Responsibility

WT recognises the climate emergency and the role each of us can play in contributing to, and advocating for, a sustainable future.

We are proud that since 2012-13 our investment in building improvements has resulted in a 60% reduction in the carbon footprint created by our use of energy and water.

We are working on a range of measures to make significant environmental impact reductions across all strands of our work and have recently established a cross-organisation working group made up of passionate committed colleagues to set ambitious targets and delivery plans.

All NWT staff are participating in Environmental Awareness training and we are working with organisations such as The Suffolk Carbon Charter to ensure that we draw upon expertise and best practice.

NWT's position at the heart of our community makes us ideally placed to be a shining example of positive change.

