

ROMAN RIVER MUSIC

Job Description: Box Office Assistant

As Box Office Assistant, you will principally run the day-to-day ticket booking activities. You will download online ticket bookings and check and date postal applications. Using specialist software, you will book and print tickets and address labels. You will update the RRM database and record cheque and PayPal payment information on spreadsheets.

You will check phone messages and deal with customer queries by phone and email. You may also be asked to answer the phone during busy times. At the end of the working day, you will prepare tickets for posting and file ticket applications.

You may be asked to help with other tasks, such as sales analysis, investigating venues and notifying customers of changes in arrangements.

If you are available during the festival period(s), you will assist in running the Box Office desk, dealing with pre-booked tickets and cash buyers. You may be asked to help with a range of other concert-related tasks such as selling programmes and merchandise.

Person Specification

Skills: an ability to construct and use Excel spreadsheets is an advantage. Although specialist IT knowledge is not necessary, a problem-solving approach would be an asset. An ability to learn office routines and to work with minimal supervision are essential, as are attention to detail and a good standard of literacy.

You will be working closely with the Box Office Manager, so you must be able to work as part of a small team. Good people skills and a tolerance for routine work would be distinct assets!

You will be working mostly at RRM HQ in Fingringhoe. If you do not live nearby and do not have access to a car, a lift can be provided from Stanway, central/south Colchester or Mersea Road.

The Festival includes events at evenings and weekends and to gain the most from this experience you need to be able to attend a reasonable number of these.

Terms

The RRM Box Office will be open from March to September so, depending on location, an internship can be offered for up to 6 months. Reasonable expenses will be offered through a modest bursary.

For general enquiries please email info@romanrivermusic.org.uk.

To apply please send a CV and covering letter to victoria@romanrivermusic.org.uk

Applicants are welcome to send us their details at any time; we will keep these on file for the next appropriate vacancy.