



Box Office Assistant (casual)

Kiln Theatre

2018 is a hugely exciting time to join the team at Kiln Theatre, one of London's leading producing venues, as it prepares to reopen in September 2018 following an extensive Capital Project. The project will deliver a raft of improvements, including an upgraded theatre with a new stage and seating, improved access throughout the theatre and backstage areas and better front of house facilities for all, including a new cafe space providing a more welcoming environment for audiences and the public.

Under the leadership of Artistic Director Indhu Rubasingham and Executive Producer Bridget Kalloushi, Kiln Theatre productions have played to 95% capacity for most of our in-house productions (including *Red Velvet*, *Handbagged*, *The Father* and *The Mother*) and successfully transferred productions to New York (*Red Velvet* at St Ann's Warehouse) and the West End (*Handbagged* at the Vaudeville, *The Father* at Wyndham's Theatre). Kiln Theatre has won an Olivier Award for Outstanding Achievement and a London Evening Standard Theatre Award and our latest hit, *The Invisible Hand*, by Pulitzer Prize-winning playwright Ayad Akhtar was recently nominated during this year's Olivier's Awards

Our Mission

Kiln Theatre views the world through a variety of lenses, bringing unheard voices into the mainstream. We present high quality and innovative work, which provokes debate and emotionally engages. Located in Brent, the most culturally diverse borough in London, we are a local venue with an international vision.

Our Vision

We produce world-class British and international theatre that reflects the exceptional diversity of our local community. We make theatre that crosses continents and tells big stories about how human connections are made through culture, race and language.

Kiln Theatre stages at least six productions per year in our intimate and unique theatre. Of these plays, half are produced in house by the artistic team, with other work staged in collaboration with national and international companies.

Our ambitious Creative Learning programme aims to develop the imagination, aspiration and potential of children and young people. We invest in creating meaningful relationships with young people who are passionate about theatre but often have limited access to it.



The Role

Box Office Assistants work on a shift basis and report to the Box Office Manager. In the absence of the Box Office Manager they report to the Duty Manager.

Previous experience in a Box Office or ticketing role is not essential.

Kiln Theatre uses the ticketing system Spektrix and experience with this system is preferred but not essential.

Hours of work: You are on a 'Zero Hours' contract and work on a shift basis, which may differ from week to week. Hours generally cover evenings and weekends and you will be expected to work regular Saturdays.

Key Responsibilities

- Responsibility for the health, safety and comfort of the public whilst they are on the premises
- Serving customers both over the phone and in person for tickets for the cinema, theatre or workshops
- Providing information on all current shows, films, workshops and memberships, the prices of all these and other events taking place at Kiln Theatre
- Giving out tickets to the incoming audience for busy theatre and cinema shows
- Acting as Reception/Stage Door for customers, visiting companies/hirers and members of the public
- Using Microsoft Outlook on a daily basis (including corresponding with customers over email), and various other Microsoft packages when required
- Manage customer data on the system and keep records up to date
- Process membership applications for the Young Kiln Membership Under-26 scheme
- Provide a high and professional standard of customer care that reflects the mission statement of Kiln Theatre; this is especially important as box office are the first point of contact for the public and must act as a reception for visitors to the building
- Assist other departments in the building such as Marketing with mail-outs, data entry etc.
- Print ticket batches for busy events & postal orders
- To abide by and contribute to the Equal Opportunities Policy at Kiln Theatre
- To be aware of the fire evacuation and Health & Safety requirements and report any problems to the Duty Manager
- To attend Box Office staff meetings wherever necessary

Rate of Pay

Current Rate of pay: £9.52/hour (inclusive of holiday pay), payable weekly in arrears. Subject to NI and PAYE.