

Admin and Box Office Assistant

Job description:

Responsible to:	Centre Manager
Hours:	24 hours per week - flexible for the right candidate
Place of work:	Ropetackle Arts Centre
Salary:	£19,000 per annum, pro-rata
Holidays:	21 days per annum plus statutory bank holidays (pro rata)

Main purpose of role:

An exciting opportunity to join the team at Adur's vibrant, award-winning arts venue. The role of Admin and Box Office Assistant is to assist the Centre Manager, House Manager, and Marketing Manager with the general running of the Centre and its operations.

Opened in 2007, Ropetackle has established itself as one of the most successful performing arts venues in the South East, welcoming audiences of over 40,000 per year. Ropetackle is a unique community run organisation with a small team of employees and a dedicated team of 80 volunteers.

Main responsibilities:

Admin

- Answering general and ticketing enquiries – in person, online, and over the phone
- Managing the admin@ and boxoffice@ inboxes
- General programming support
- Maintaining office stationery and equipment
- Liaising with a range of internal and external stakeholders
- Assisting the Volunteers Coordinator
- Managing mail and facilitating deliveries

Box Office

- Selling tickets and operating the ticketing system Ticketsolve
- Managing and supporting the box office volunteers
- Maintaining and updating customer databases

Operations

- Opening and closing the venue as required
- Maintaining the appearance of the venue and tidiness of the office
- Assisting with facilities management including building maintenance, health and safety, and security
- Assisting with Front of House duties where necessary
- Assisting with venue hires

Marketing

- Assisting with social media, website, and print marketing
- Posting online listings
- Acting as a representative and ambassador of Ropetackle

The post-holder will be expected to work flexibly, including evening and weekend work.

The job description may be amended and adapted to account for changing circumstances.

Personal specification:

Essential

- Previous administration experience
- Strong interpersonal skills and communication skills
- Exceptional organisational and time management skills
- Able to balance multiple priorities in a fast paced environment
- Strong attention to detail
- Excellent customer service skills
- Strong IT skills including Microsoft Office and Google Suite
- Reliable and willing to work flexible hours
- Able to work under pressure and adapt to changing situations
- Efficient with a good sense of initiative

Desirable

- Previous experience operating a ticketing and CRM systems
- An understanding of working with volunteers
- Enthusiasm for working in the arts

How to apply:

Please send your CV and a cover letter outlining how you meet the requirements of this role to:
centremanager@ropetacklecentre.co.uk

The closing date for applications is: **30 June 2021**