

Join our team!

INCORPORATING

**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIV

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIV

**SALISBURY
PLAYHOUSE**
PART OF WILTSHIRE CREATIV





Salisbury International Arts Festival 2025 c. Kin Ho

Wiltshire Creative

We bring people together for joyful, enriching creative experiences.

Our venues - Salisbury Playhouse and Salisbury Arts Centre - deliver surprise, delight and wonder with a diverse year-round programme. Salisbury Playhouse produces performances that bring pride and joy to our region, touring nationally and beyond.

Once a year, we burst out beyond our walls to invigorate city spaces with Salisbury International Arts Festival.

We nurture talent and spark imagination, inviting more people in our region to live creative lives.

Follow us: @WiltsCreative | wiltshirecreative.co.uk

About this role

Job Title: Box Office Advisor

Responsible to: Box Office Manager

Main relationships: Audience/customers, Box Office Team, Communications Team, Director of Audiences

Box Office Advisors at Wiltshire Creative are responsible for delivering an excellent customer experience for our audiences at their first point of contact. They manage face to face, telephone and email customer service and ticket sales for all venues and events.

They must be comfortable working independently without supervision and working collaboratively within a team during busy periods. A positive attitude and warm and friendly personality is essential for this role.



Key responsibilities

Box Office Operations and Administration

- Sell tickets for productions and other events taking place across Wiltshire Creative's sites, either face to face, by telephone or by email
- Sell tickets for external events where Wiltshire Creative is engaged as a sales agent
- Sell other items as required e.g. memberships, programmes, gift vouchers and interval drinks
- Follow correct cashing up procedures and reconciling takings
- Undertake school, corporate and group bookings and complete any follow up work
- Support the Development team with supporter enquiries
- Encourage small scale donations from audiences at the time of booking
- Maintain an organised and efficient Box Office environment
- Ensure the accurate and timely distribution of tickets including e-tickets, collection and posting
- Maintain accurate customer records in line with Wiltshire Creative's Privacy Policy
- Support the Box Office Manager with administrative tasks as required
- Participate in training sessions and team meetings

Customer Service

- Provide enthusiastic, efficient and friendly service to all customers of Wiltshire Creative
- Treat all visitors with dignity and respect, abiding by safeguarding procedures at all times
- Collect and record customer feedback as required to help improve service and operations
- Address customer complaints or issues promptly and escalate to the Box Office Manager when necessary
- Understand the diary and daily room bookings for each venue in order to provide a warm and informed welcome

Customer Service

- Develop an understanding of our work, audiences and local area, in order to facilitate positive conversations and promote our work to audiences
- Ensure excellent stewardship of donors in all interactions with the organisation
- Ensure front of house spaces are functional, tidy and welcoming for all
- Clear and clean tables and chairs in the foyer area, carrying out light housekeeping as required

Marketing and Communications

- Create simple communications collateral using Canva
- Ensure marketing materials are kept up to date and tidy in the foyer and front of house areas
- Assist with marketing initiatives as requested from time to time
- Support marketing team with keeping local listings pages updated

General

- Always act in the best interests of Wiltshire Creative
- Take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- Abide by Wiltshire Creative's policies, as set out in the Staff Handbook
- Maintain confidentiality in all areas relating to Wiltshire Creative
- Maximise income and minimise expenditure wherever possible
- Be flexible and undertake any other reasonable duties as requested by Management

About you

- You will have previous customer service experience and be motivated by providing outstanding customer care
- You will possess strong written and verbal communication skills
- You will be organised and with an ability to calmly manage workloads during busy periods
- You will be highly computer literate and confident with Microsoft software such as Word and Excel, as well as be comfortable learning our ticketing software
- You will be a team-player but also be able to work proactively and with initiative individually
- You must have the ability and willingness to work flexible hours, including evenings and weekends
- You will have a passion for the arts and an interest in theatre

Terms and Conditions

Salary	£26,437 pro rata (£10,574.80 for this role)
Type of Contract	Permanent
Location	Salisbury (Playhouse or Arts Centre)
Hours of work	16 hours per week, including regular Saturdays and evenings
Holiday	28 days per annum pro rata, rising in line with length of service (including bank holidays)
Benefits	<ul style="list-style-type: none">• Pension scheme subject to eligibility• Complimentary tickets for in-house shows• Invitations to press nights• Occasional ticket offers on visiting shows• Discount in our bars and cafés• Opportunity for flexible working patterns• Wellbeing activities• Employee Assistance Programme• A fully trained team of Mental Health First Aiders• Training and development opportunities <p>Full details are available upon request.</p>

How to apply

Thank you for your interest in this post.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.



How to apply for this post

The closing date for this vacancy is 9am on Wednesday 13th May. Please note that we will interview on an ongoing basis and may close this vacancy if we receive sufficient interest from suitable candidates.

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.