

JOB INFORMATION & JOB DESCRIPTION

JOB TITLE: Sales and Marketing Assistant (Embassy Theatre) **Date:** March 2019

PURPOSE OF JOB:

To work front of house as a member of the Sales and marketing team within the Embassy Theatre Box Office and Tourist Information office; providing a friendly, efficient and pro-active : customer-focused service in person, over the phone and online.

Hours of Work: Casual, on average of 20hrs per week across the year for the right candidate. This position involves patterned shift work which includes evening, weekends & Bank Holidays.

Responsible to: Embassy Theatre Marketing Officer.

Team Relationships: You will work alongside colleagues in the Box Office/Tourist Information Theatre Reception as part of a small sales and marketing department that is part of the wider Theatre team.

Main terms & conditions of employment: Zero hours per week casual contract at aged related pay (National Living Wage) **£8.21** p/hr for age 25+

You will also benefit from some of the best terms and conditions in the leisure field including a voluntary membership of a defined benefits career average pension scheme plus free personal use of Magna Vitae's fitness suites and swimming pools. Payment is made 1 month in arrears. Holiday pay is accrued over a 6 monthly period and paid at the end of that period. Voluntary membership of the Local Government Pension Scheme.

Special Requirements: **EQUALITY & DIVERSITY:**
The post holder is required to carry out their duties in a way that supports Magna Vitae's Equality & Diversity Strategy.

HEALTH & SAFETY:
The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae's Health and Safety Policy & Commitment Statement.

SAFEGUARDING CHILDREN & ADULTS:
Magna Vitae have a duty to promote the welfare of and safeguard of children & adults at risk. The post holder is required to comply with the company Safeguarding Policy.

Work Locations: Embassy Theatre, Grand Parade, Skegness, PE25 2UG.

Type of Contract: Casual, zero hours.

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY DELIVERABLES:

To respond to all enquiries in a courteous and professional manner and thereby providing a positive impression as the patron's first point of contact with the Theatre.

To undertake the sale of tickets for shows and events within the Embassy Theatre using the Spektrix Ticketing system ensuring that all customer information is accurately recorded during the sales process.

To impart accurate and relevant knowledge about local area facilities and attractions supported by publicity material and available online facilities to enquirers.

To provide customers with accurate and relevant information in relation to the Theatre's productions

To actively promote other facilities and services offered by the Theatre such as Hospitality packages, Gift vouchers, donations to the charity, The Embassy Theatre Academy, Magna Vitae Leisure services.

To actively develop and follow up sales leads over the phone via email and in person to achieve set targets

To assist with the distribution of publicity material, maintaining displays and promotion of theatre events plus other saleable items.

To assist with the administration of regular online content through Theatre social media channels

To keep abreast of the lifestyle opportunities delivered by Magna Vitae, also developing/maintaining an excellent local area and product knowledge.

To be fully conversant with emergency & evacuation procedures, ensuring that all duties are carried out in accordance with all safe working practices.

To adhere at all times to cash handling protocol in accordance with Magna Vitae financial procedures.

To maintain the cleanliness of the building to the highest standard at all times.

To undertake any other duties of a similar nature and level, as / when required.

To work flexibly enabling effective and appropriate staffing levels to meet the needs of the service; this includes regular shift working, evening and weekends on a rota system.

To maintain at all times a good personal image and relationship between Magna Vitae and their customers.

Magna Vitae

PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
Experience/ Knowledge/ Skills	1. Previous experience in a Sales focused role	D
	2. Previous experience in a Customer service role	E
	3. Able to demonstrate accuracy and attention to detail	E
	4. Able to demonstrate product interest and good local area knowledge	E
	5. Computer proficient, connected on social media and tech savvy	D
Qualifications/ Training	6. A good general standard of education	E
	7. Able to construct grammatically correct emails/written documents	D
Personal Qualities	8. Excellent verbal communication	E
	9. An ability to liaise with a wide range of people	E
	10. Ability to work under pressure and to tight deadlines	E
	11. Excellent team player, with a can do approach.	E
	12. A willingness to undertake further training relevant to the position.	E

FURTHER INFORMATION ABOUT MAGNA VITAE

<p>Our Purpose</p>	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
<p>Our Vision</p>	<p>We want to enable more people to be physically and culturally active, more often.</p>
<p>Our Values</p>	<p>Focus on the customer</p> <p>Improve continually</p> <p>Teamwork</p>
<p>Core Behaviours</p>	<p>Smile </p> <p>Be Friendly </p> <p>Be Helpful </p>
<p>Benefits of working for Magna Vitae</p>	<p>As a growing company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary; a generous employer pension scheme; and free use of the company's fitness suites and swimming pools. We look forward to receiving your application.</p>