Dec 2024

Dear Applicant

Thank you for your enquiry regarding the vacancy of **Marketing & Box Office Assistant: Curve Venue.**

I am pleased to enclose an application pack (9 pages) consisting of the following:

* Job Description and Person Specification
* Application Form
* Equal Opportunities Monitoring Form

Please ensure that you read all information thoroughly before applying. Application should only be made on the enclosed application form (attaching continuation sheets where necessary), answering each section fully. No CVs should be submitted. Applications are to be emailed to [admin@nordenfarm.org](mailto:admin@nordenfarm.org)

I look forward to receiving your application and thank you for your interest in the position.

Sincerely

A close-up of a signature

Description automatically generated

Jane Corry

Chief Executive & Artistic Director

## Marketing & Box Office Assistant (part time)

**Job Description**

Post Title: Marketing & Box Office Assistant

Hours: 4 days a week: 32 working hours (plus breaks)

\*Potential for additional shifts (overtime) during school holidays and other busy periods

Salary: £24,252 p/annum pro rata (£19,412)

Base: Curve Venue, Slough and Norden Farm Centre for the Arts,

Maidenhead

Reporting to: Box Office Manager & Marketing Manager

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| **Job Summary** |

We are looking for an individual with a strong connection to Slough, who is interested in promoting a programme of arts and culture to residents.

This is a unique one-year role (with potential for an additional year) funded by Arts Council England, ideal for someone looking to develop a career in the arts or events industry.

You’ll train at Norden Farm, Maidenhead in marketing and box office working with the team to deliver a great box office experience and help grow audiences for Curve Venue, Slough.

The Marketing & Box Office Assistant will assist with marketing live shows across the genres of music, comedy, drama and children’s shows) welcoming & surveying audiences and selling tickets for at Curve Venue in Slough and Norden Farm in Maidenhead. Shifts are generally

* Tuesday 9.30am – 6pm
* Wednesday 9.30am – 6pm
* Thursday 9.30am – 6pm
* Friday 9.30am – 6pm

When there are live shows at Curve Venue \*(generally Fri/ Sat) the schedule changes to

* Wednesday 9.30am – 6pm
* Thursday 9.30am – 6pm
* Friday 2.30pm – 10.30pm
* Saturday 2.30pm – 10.30pm

You must be able to travel to both venues daytime and evening. (NB Curve Venue is about 5 minutes’ walk from the train station, Norden Farm is about 20 minutes’ walk from the train station, there is free car parking there) and so should be comfortable working in the evenings.

The role involves taking and distributing print out and about to various venues so you should be comfortable doing this. (If using your own transport we will cover business insurance costs).

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| **Benefits** |

* Complimentary tickets for performances and films (subject to availability and agent ticket policy)
* Discount on meals and drinks in the Norden Farm Café Bar
* Free on-site parking at Norden Farm
* Stakeholder pension scheme

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| **Key Responsibilities** |

* Work with the marketing teams promoting shows
* Welcome and survey audiences
* Work with the front of house team for live shows
* To deliver fast, efficient ticket sales via ticketing software (Spektrix) to all customers
* To welcome visitors to the venue and provide information as required
* To ensure that all customers receive a high standard of customer service

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| **Detailed Job Description** |

1. Distribute flyers and posters in Slough and surrounding areas
2. To maintain and update the Curve website including loading copy, images, trailers, reviews and links
3. To support the development of the Volunteer crew
4. To maintain and update Curve Venue’s social media platforms, continuing to develop the venue’s online presence
5. To execute a programme of e-flyers, including the weekly What’s On listing, using DotDigital, to subscribers and previous customers
6. To co-ordinate and deliver a distribution and publicity programme, including developing distribution lists for publicity and printed material, researching target groups
7. To arrange and deliver school bookbag drops to schools and to distribute publicity (flyers, posters and banners)
8. To design in-house print using Photoshop and Canva
9. To research and participate in town centre PR activities including roadshows, Christmas Light Switch On and other ad hoc events
10. To process ticket sales and reservations for customers via telephone, and email, ensuring the correct procedures are followed at all times
11. To load events onto Spektrix
12. To contact customers about events where there are changes
13. To recognise sales opportunities including upselling and cross selling
14. To provide excellent customer service
15. To deal with general enquiries
16. To act in accordance with the Data Protection Act, and the Centre's Health and Safety Policy and to carry out duties with due regard to the Equal Opportunities Policy
17. Any other duties as may be required as part of the Marketing & Box Office Assistant function

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| **Person Specification** |

**Essential**

Candidates must be able to demonstrate:

* An enthusiasm for developing the arts in Slough
* A connectivity with Slough
* A developed interest in the arts
* Experience of working in a customer focused environment
* Developed Design and or Copy Writing skills
* A genuine enthusiasm for working with the public and commitment to providing high quality customer service
* An eye for detail
* Strong organisational skills
* Excellent communication skills, both written and verbal, with a professional telephone manner
* A high standard of computer literacy
* Ability to work unsupervised and as part of a team
* A responsible and mature outlook

**Desirable**

* Experience of using Canva or Photoshop
* Experience of using Spektrix or another CRM
* An understanding of GDPR
* Sales experience
* Experience working in the entertainment or hospitality industry
* Experience of ticketing software
* Own means of transport

# Curve Venue

Application Form

**CONFIDENTIAL**

***Please read the job description and supporting information before completing this form.***

Please complete this form, ensuring you fill in all appropriate sections as fully as possible. Forms may be completed electronically or by hand in black ink. CVs should NOT be included with applications. There are 5 pages plus an Equal Opportunities Monitoring Form.

Completed application forms may be submitted by email to admin@nordenfarm.org or by post to: Norden Farm Centre for the Arts, Altwood Road, Maidenhead, SL6 4PF.

If you have a disability or any other special need that means you are unable to complete this form or any other part of the process, please contact us to make alternative arrangements.

We will keep your application form on file for 3 months after the date of receipt.

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| **Application for the post of:** |  |

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| Personal Details | | | | |
| Last Name |  | | | |
| First Names |  | | | |
| Home Address |  | | | |
|  |  | | | |
|  |  | | Postcode |  |
| Telephone | Home |  | Work |  |
|  | Mobile |  |  | |
| Email address |  | | | |
| May we contact you at work? |  | | | |

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| Education and Training | | | | |
| **Secondary Education** | | | | |
| From | To | School(s) | | Examinations passed/Grades |
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| **Higher and Further Education (University/College/Apprenticeships etc)** | | | | |
| From | To | Place of Education | | Qualifications obtained |
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| **Short and Part-time Courses** (including relevant in-house training) | | | | |
| Dates | | | Details | |
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| Previous Employment | | | | |
| Date from | Date to | Name, location and nature of employer’s business | Position held | Reason for leaving |
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| Supporting Information | | | | |
| Please use this space to tell us why you have applied for this position and what you will bring to the post. Reference the Job Description. Describe how the skills and experience you possess would enable you to fulfil the role as described in the job description and any other information that supports your application. Use a continuation sheet if necessary. | | | | |

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| Further Information | |
| Do you hold a current and full (not provisional) EU driver’s licence? |  |
| Do you require a work permit to work in the United Kingdom? |  |
| Please state how many days you have been absent from work/college due to illness during the last two years, providing details for any extended absence if you wish.\* |  |
| *Under the Rehabilitation of Offenders Act 1974, candidates are not usually required to give details of spent offences* |  |
| Have you ever been convicted, cautioned, bound over or have a conviction pending in respect of any criminal offence which is not considered spent? \* |  |
| *\* Please use an additional sheet if necessary* |  |

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| References | | |
| Please give the names and addresses of two people, not relatives, one of who should be your current employer (or last employer) from whom confidential references may be obtained. It is Curve Venue’s policy to contact referees before an offer of employment is made. Please indicate if you would prefer this NOT to happen. | | |
| Name | Position | Address/Telephone Number/Email |
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| Declaration | |
| I declare that the information on this application is, to the best of my knowledge, true and complete. | |
| Signed: | Dated: |