



Box Office Assistant

About Us

ATG Entertainment is proud to stand at the forefront of the live entertainment industry.

Our expertise and capabilities enable producers and other creatives to bring their visions to life and create unforgettable performances for audiences, presented in our landmark venues and delivered with exceptional hospitality. It is the passion of our teams, that cover every discipline across the live entertainment industry, that underpins our continuing strategic growth and success.

We own, operate or programme some of the world's most iconic venues; ATG Entertainment manages 64 venues across Britain, the US and Germany.

We are the world leader in theatre ticketing; We process more than 18 million tickets every year for hit musicals, acclaimed plays, concerts, comedy shows and a variety of other live events across the UK, US, and Germany.

We present the world's best live entertainment in our venues; working alongside the world's leading producers and creative artists, our venues present an extraordinarily diverse range of top-quality entertainment.

We produce award-winning shows; our in-house production team, ATG Productions, are dedicated to producing critically acclaimed, commercially successful and creatively ambitious work for the West End, Broadway, Continental Europe and beyond.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our Values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: Our Priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG Entertainment, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG Entertainment becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from

the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@theambassadors.com for a confidential discussion.

The Box Office Assistant Role

You will assist the Ticketing Managers in the smooth running of the box office and deliver the highest standard of customer service in order to maximise sales, productivity and occupancy of the venue. You will process customer and trade bookings with utmost accuracy using the in-house Ticketing System which is currently Audience View.

Key Responsibilities

- Maximising sales for the show via counter sales, access phone bookings and trade sales.
- To manage the Box Office inbox and Access inbox, responding to all customer enquiries effectively and efficiently, redirecting enquiries to other departments as appropriate and actively promoting excellent customer care at all times.
- To manage a Group trade sales inbox, responding to agent requests and processing Group trade ticket sales, whilst adhering to show specific procedures and gaining knowledge of all relevant offers and exclusion dates.
- Working productively under reasonable levels of pressure and completing tasks within specified deadlines.
- Maintaining fruitful working relations with producers, their agents, internal customers, and suppliers.
- Providing accurate sales and marketing reports on request. Circulating performance returns to all authorised parties.
- Executing ticket agency administration in line with Company procedure.
- Adhering to ATG Entertainment 's cash handling procedures and sharing accountability for cash reconciliation and the financial integrity of the box office.
- Co-operating with other Box Office Assistants in sharing the tasks and duties required to run an efficient Box Office.
- To oversee matinee/evening performances and accurately process Ticket Agent allocations, mark backs, call overs and ensuring that ticket inventory is managed to reach show specific targets.
- Working independently and taking initiative to make decisions in line with producer and company policies unaided.
- Maintaining ATG Entertainment standards of Customer Care. Actively promoting ATG through the sale of tickets, packages and incorporating ATG values to ensure that your everyday work is Ambitious, Collaborative, Passionate and Smart.
- Ensuring that accurate and complete patron data is collected at every opportunity in line with the Data Protection Act.
- To assist in Front of House Operations during the incoming.
- This role will continue to uphold ATG Entertainment 's core values by:
 - Interacting with all customers, agents, producers, company members and colleagues with a cheerful and helpful demeanour.
 - Addressing how we operate critically and putting forward suggestions for areas of improvement to streamline processes and uphold the smooth running of the department. We embrace creativity and encourage all members of the Box Office to be vocal and supportive of one another's ideas.
 - Treating all customers as VIPs, conveying enthusiasm for our show, tickets and packages.
 - Embracing the fast-paced environment of the Box Office, approaching all tasks with adaptability and accuracy. As an ambassador for the theatre and the show, you will present a professional appearance at all times and be able to convey your passion and enthusiasm for the theatre and incoming productions whether in person, in writing or over the telephone to key contacts and customers.

Everyone's Responsibility

Everyone at ATG is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your Skills, Qualities, and Experience

If you have many of these criteria we encourage you to apply, and welcome transferable skills from other industries or backgrounds. All relevant training will be provided.

Essential

- Attention to detail.
- Excellent communication skills.
- Proficient in Microsoft Word/Excel and Outlook.
- The ability to act on your own initiative.
- A confident sales demeanour.

Desirable

- Knowledge of the Audience View ticketing system.
- Prior experience in Box Office.
- Fast learner.
- Team player.
- Energetic.
- Passion for theatre.