



**English
Folk**
DANCE & SONG SOCIETY

**Cecil Sharp
House**

BOX OFFICE & EVENTS ASSISTANT

BACKGROUND INFORMATION

EFDSS is the national development organisation for the English folk arts. It is multi-faceted, being a membership society (3,400 members); England's folk arts centre (Cecil Sharp House); an education, training and creative development agency; an advocate and lobbyist on behalf of the folk arts; and custodian of the Vaughan Williams Memorial Library (VWML), England's folk music and dance archive, which was awarded designated status by the Museums, Libraries and Archives Council (MLA) in 2011.

Cecil Sharp House (CSH) is a 1930s Grade II listed building, purpose built to be the home of the English Folk Dance and Song Society and the Vaughan Williams Memorial Library. The Vaughan Williams Memorial Library is England's national folk music and dance archive and 'the most important concentration of material on traditional song, dance and music in the country' (Designation statement - Museums, Libraries and Archives Council, 2011).

The busy EFDSS performance programme at CSH has included some of the biggest names in folk music – Peggy Seeger, Martin & Eliza Carthy, Shirley Collins, Catrin Finch & Seckou Keita, Martin Simpson and Kate Rusby as well as new and emerging artists. The venue is also a regular host of the Sunday Papers and large scale externally hired conferences and festivals. The building itself has also appeared in films, television programmes, as a location for fashion shoots and for recording music.

Cecil Sharp House offers five main spaces which can be hired for both folk and commercial activities like public concerts, dance classes, theatre, dance & orchestra rehearsals, trade fairs and exams. Regular clients include the BBC, The London Symphony Orchestra, English National Opera, Phil McIntyre Entertainment, Raymond Gubbay, University College London and the Cabinet Rooms. In 2013 CSH re-launched as a wedding reception venue and is now developing its reputation as a unique corporate and private entertainment venue working with catering partners Pink Foods (our catering/bar franchisee) to develop catering packages for all occasions and recently jointly launched a Christmas package.

In 2013 the building was made step-free with the installation of a lift and refurbishment of public areas. This now enables access to all floors, including the offices, enabling greater access to our events and facilities. A restoration of the main space, Kennedy Hall took place during 2015/16 with hearing loops installed into this and one other hall, and there are plans to further develop the facilities to improve the hirer and visitor offer in the next few years. Streaming equipment will be installed by the autumn and will be made available to hirers.

The role of Box Office and Events Assistant will support the smooth running of all events at Cecil Sharp House and play a key role in venue operations.

JOB DESCRIPTION

Job Title: Box Office & Events Assistant (Casual)
Based at: Cecil Sharp House, 2 Regent's Park Road, London, NW1 7AY
Responsible to: Venue Operations Manager
Responsible for: N/A

Summary Job Purpose:

Assisting with the smooth running of all the sales activities using Spektrix ticketing software. Assisting the Duty Managers with the smooth running of all events at Cecil Sharp House, including weddings, birthday parties, concerts and family events.

KEY RESPONSIBILITIES:

BOX OFFICE PROCEDURES

- To be the first point of contact for visitors purchasing tickets at evening & weekend events at Cecil Sharp House.
- To welcome all visitors to Cecil Sharp House into the reception area, directing as appropriate into ticketing queues depending on what events are in the house.
- Administration of the box office system, using Spektrix ticketing software.
- Liaising with promoters on the evening of their event over tickets and guest lists.
- On the telephone and in person, to ensure a consistent level of service in a courteous manner and including monitoring and answering emails.
- When starting a shift, to ensure there is sufficient ticket stock in the printer and that the computer, printer and chip and pin pad are all working.
- To count the box office float and to inform the Venue Operations Manager of any discrepancy.
- To ensure the box office, display case and reception areas are tidy and well-presented throughout the shift.
- Ensure a smooth handover with the Box Office Administrator when starting a shift in order to offer first class service to visitors, external promoters and internal stakeholders.
- To actively sell tickets and merchandise pre-show if appropriate.
- To deal with any issues on the night to do with tickets, referring to the Duty Manager if needed.
- Complete end-of-shift financial reconciliations with a high level of accuracy and attention to detail.
- Be informed about the events and courses on sale and have a keen awareness of the EFDSS programme and other events & hires happening at Cecil Sharp House.
- Encouraging visitors to sign up to the EFDSS mailing list, to make donations and to gift aid donations where appropriate.

GENERAL EVENTS/FOH DUTIES:

- To welcome, direct and help all visitors, especially first time and visitors with specific needs and to direct enquiries to the appropriate staff member when necessary.

- To assist Duty Managers, Technicians and other venue staff with set ups for events i.e lighting & technical equipment and chairs and tables laid out as required.
- To help ensure that all Health and Safety, Fire Safety requirements are maintained in Cecil Sharp House while you are on duty – this includes having a thorough awareness of all events and hires which are occurring throughout the building while you are on duty.
- To help keep all fire escape routes clear and free from obstructions
- To understand and be able to effectively carry out emergency procedures i.e. to raise the alarm in the event of fire, to safely evacuate the building.
- To be able to anticipate and respond to any last minute requests or changes to programme.
- To proactively help keep Cecil Sharp House clean and tidy at all times i.e. topping up toilet rolls if running low, tidying washroom facilities if messy, emptying bins, tidying garden and grounds etc.
- To report to the Duty Manager/Venue Operations Manager any issues while on shift, i.e. damage to facilities or rooms, accidents, near misses, incidents, complaints etc.
- To work as a team with all in the building to ensure a consistent visitor experience i.e. café & bar staff, cleaners etc.
- Cash handling duties relating to ticket sales, cloakroom, catering and merchandise as required.

Other

- Be an Ambassador for the Society.
- Carry out any other duties that may be reasonably requested.

PERSON SPECIFICATION

Essential:

- Excellent customer service and communication skills on the phone, face to face, written communications (letters, emails etc)
- Cash handling experience
- Commitment to working to EFDSS's values and ethos.
- Good IT skills
- Interest in music and the arts
- Ability to work evenings and weekends

Desirable:

- Interest in folk arts.
- Box office experience, ideally in an arts venue

Qualities:

- Self motivation
- Ability to work as part of a team
- Flexibility and a positive attitude
- Resilience – ability to cope well with change and challenge
- Ability to relate to, and communicate well with, children and adults of all ages and backgrounds

CONDITIONS OF EMPLOYMENT

Salary: £9.99 per hour inclusive of holiday pay
Hours: 1-2 shifts per week on average, as arranged with the Venue Operations Manager.
Typically an evening shift would start at 6.30pm and finish at 10 or 11pm.
Probation: 3 months

HOW TO APPLY

At the English Folk Dance and Song Society we strive to be an Equal Opportunities employer and to ensure that no person is unfairly discriminated against in our recruitment and selection policies and procedures. We are committed to diversifying our workforce to better represent society and we follow guidance on positive action in recruitment from the Equality and Human Rights Commission and the Equality Act 2010.

For **further information** about our work and to download the full Job Description please visit our website: <https://www.efdss.org>

Applicants should complete the EFDSS Application Form and online Equal Opportunities Monitoring Form which can be found at <https://www.efdss.org/about-us/work-for-us/vacancies> (**CVs will not be accepted**).

Completed application forms should be submitted via email to **recruitment@efdss.org**

Closing date When sufficient applications have been received.