



## **Box Office Assistant**

**Responsible to:** Box Office and Data Manager

**Responsible For:** The post has no line management responsibility

**Position type:** Casual

## **Sinfonia Smith Square**

Sinfonia Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra – Southbank Sinfonia, and the venue – St John’s Smith Square. Now one organisation, with a unified management structure, Sinfonia Smith Square is a dynamic beacon for classical music, located in its home at Smith Square Hall.

Set just a few hundred metres from the Houses of Parliament, Smith Square Hall is a Grade I listed 18th-century Baroque masterpiece—a unique and stunning concert venue hosting a year-round programme of public and private orchestral concerts, festivals, filming, workshops, family events, jazz performances, and private functions. The Footstool Cafe and Bar, operated by our catering partner Leafi, is situated in the crypt, offering a daytime café service and an evening bar for concerts and events.

[www.sinfoniasmithsq.org.uk](http://www.sinfoniasmithsq.org.uk)

## **Role overview**

The Box Office Assistant is a key member of the Box Office team and wider Front of House team. This role is essential to the organisation, ensuring that every visitor to our venue – whether an artist, audience member, colleague, or guest – receives a warm, confident, and welcoming experience. As the first person to greet visitors, either in person or by telephone, you will always embody our organisational values with friendly efficiency.

## **Key Responsibilities**

### **These include:**

- Providing a confident, friendly, and inclusive welcome to all visitors to Smith Square Hall.
- Processing ticket sales via telephone and in person, and supporting customers making online bookings, using the box office ticketing system, Spektrix.
- Delivering an efficient and professional box office service during event incomings.
- Answering and processing calls efficiently, passing on and following up with other staff members as required.
- Responding promptly and politely to all email enquiries to the Box Office in-box.

Sinfonia Smith Square, Smith Square Hall, London, SW1P 3HA | 020 4553 0760 | [www.sinfoniasmithsq.org.uk](http://www.sinfoniasmithsq.org.uk)

Sinfonia Smith Square: Registered Charity No 1092461 Registered in England Company No 4335616

Sinfonia Smith Square Hall: Registered Charity No 1045390 Registered in England Company No 3028678



- Providing customers with accurate and up-to-date information on all Sinfonia Smith Square performances and events, and upselling and cross-selling where relevant.
- Liaising with external hirers and promoters regarding ticket requirements.
- Maintaining accurate and up-to-date customer records on the box office system (Spektrix), ensuring that GDPR (Data Protection) best practice is followed.
- Assist with pre-on sale checks of newly programmed events in the ticketing system.
- Taking responsibility for the tidy presentation of the Box Office and Front of House areas and displaying promotional materials across the venue.
- Providing administrative support across the organisation as required.
- Other duties as required by the Box Office and Data Manager.

### **Person Specification**

This role offers a fantastic opportunity for someone at the beginning of their career in the arts, or equally for someone seeking a flexible position to complement existing commitments or responsibilities. It offers hands-on experience in a vibrant and dynamic arts organisation and the opportunity to develop valuable skills in Spektrix, one of the industry's most widely used ticketing systems.

Smith Square is able to achieve all it does thanks to a dedicated, hard-working team. Within this, each colleague plays a singular role, vital to the organisation. We are looking for someone who is, first and foremost, excited and inspired by our work. We are keen for individuals with a wide range of experiences and backgrounds to apply for this role, and are happy to consider applicants without direct work experience of every element of the key responsibilities above. The ideal candidate should have the following skills, attributes, experience, and motivations:

### **Essential**

- An interest in classical music and the performing arts
- Confident written and verbal communication skills
- Good MS Office, Excel and IT skills
- Excellent attention to detail
- An enthusiastic team player with a proactive "can do" attitude
- Articulate and engaging
- Ability to manage and prioritise a diverse and fast-moving workload, anticipating and meeting deadlines as required
- Ability and willingness to work weekends and evenings as required
- Excellent time-keeping skills with a committed and responsible attitude

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### **Desirable**

- Previous experience of working in a customer-facing role
- Previous experience of working in an arts venue
- Previous experience in a box office or retail/sales role
- Knowledge of CRM and ticket sales systems (ideally Spektrix)

### **Terms of Employment**

This is a casual position, and hours will be agreed with the successful candidate according to a rota agreed one calendar month in advance.

**Salary:** £13.85 per hour + holiday pay

**Pension:** Sinfonia Smith Square operates a workplace pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures.

**Hours:** flexible, according to the rota agreed one month in advance

**Annual Leave:** Annual Leave entitlement is calculated pro rata and paid monthly.

**Probationary period:** Six Months

**Notice Required:** One Month

**Start date:** Immediate

**Location:** Smith Square Hall, London SW1P 3HA. You may be asked to work in other locations (such as Westminster Abbey) from time to time as required.

### **How to Apply**

Please apply by filling in the Job Application Form and send this, by email, to **Imogen Retey** at [imogen@sinfoniasmithsquare.org.uk](mailto:imogen@sinfoniasmithsquare.org.uk). Please note that CVs will not be accepted. As part of our commitment to equality, diversity and inclusion, all applications will be anonymised before consideration for shortlisting by the selection panel.

**This advert has a rolling deadline, and we will interview applicants as soon as possible upon receiving an application.**

**Interviews will take place at Smith Square Hall and will be arranged on a case-by-case basis.**