

THE WATERMILL THEATRE

If you require this information in an alternative format, please contact our Theatre Administrator at admin@watermill.org.uk / 01635 45834

OUR MISSION

The Watermill is a leading regional theatre dedicated to creating outstanding theatre, building strong communities and nurturing the theatre makers of tomorrow.

ABOUT THE WATERMILL THEATRE

The Watermill Theatre is a regional powerhouse, consistently making an innovative contribution to the vibrant and diverse landscape of UK Theatre reaching far beyond the 200 seats of the theatre itself. One of the most beautiful theatres in the country, it can be found nestled on the banks of the River Lambourn, in the hamlet of Bagnor, just outside Newbury, Berkshire. The theatre sits at the heart of its community to whom it offers a wide programme of work, nurturing emerging artists, generating new pieces and offering a thriving Outreach programme.

'a paradigm of what a regional theatre should be.' Stephen Sondheim, 2020



Approach to The Watermill Theatre & Restaurant.



Production photos from *The Prince and the Pauper*;
A Midsummer Night's Dream; *Kiss Me, Kate*

BACKGROUND

From our home in a converted watermill in rural West Berkshire, The Watermill Theatre has produced award-winning work that has been recognised throughout the UK and abroad. The very best artists and creative teams, both established and in the early stages of their careers, are our lifeblood, earning The Watermill a reputation as one of the very best producing theatres in the country.

Our artistic ambition is shown in our choice of work, from new writing and musicals to Shakespeare and classic plays. We have become a leading figure in the work of actor-musicianship; our bold approach to this work has led to innovative reimagining's of large scale musicals and classics as well as applying this approach to the development of new work.

Recent tours and transfers have included *Tell Me On A Sunday* (UK Tour), *Amélie The Musical* (West End and tour), *The Wipers Times* (West End and Tour), *A Midsummer Night's Dream* and *Macbeth* (National Tour and Wilton's Music Hall), *Crazy For You* (National Tour), *Trial By Laughter* (National Tour), *Burke and Hare* and *One Million Tiny Plays About Britain* (Jermyn Street Theatre), *Twelfth Night* (Wilton's Music Hall), *Teddy* (National Tour and The Vaults).

Alongside transfers and national and international tours of our work, we create productions for small-scale touring, ensuring that those living in rural isolation are able to enjoy high quality theatre on their doorstep. We also tour to schools taking new interpretations of classic texts into the classroom to support students' learning.

The theatre also runs its own restaurant and bar from the beautifully converted and recently refurbished 18th century tithe barn, situated adjacent to the theatre. Our Restaurant serves freshhome cooked and where possible locally produced food for our audience. In addition, our beautiful venue is available to hire for parties, wedding receptions, meetings and seminars.



Production photos from *The Wicker Husband*;
Jerusalem; *The Prince and the Pauper*

An Inclusive Workplace

The Watermill Theatre is committed to equal opportunities for all.

We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

We particularly welcome applications from individuals whose background and experience are currently under-represented among our staff, including Deaf and disabled people, and those who identify as ethnically and culturally diverse.

We actively encourage applications from people from a variety of backgrounds. We also encourage people who don't necessarily meet these criteria but believe they could challenge our thinking and ensure the theatre's future resilience.

We aim to have a diversity of perspectives represented across the organisation and to help us understand how we're doing, we ask you to complete an Equality and Diversity form alongside your application. Your responses will be anonymous and not shared with the recruiting managers.



Photos from: *Twelfth Night (BSL Integrated Performance)*; *Camelot* and *Hound of the Baskervilles*

ABOUT THE ROLE

Role title: Box Office Assistant (22.5 hour contract)

Salary: £10.48 per hour

Holidays: Statutory including public holidays

Probationary period: 3 months

Other benefits: Complimentary tickets for Watermill shows (subject to availability). Pension contribution matched up to 5%. Free parking.

Working hours: Normal hours will be on a rota Monday to Saturday between the hours of 10am and 8pm. In addition some Sundays and Bank Holidays, and additional hours to cover sickness and holidays may be offered.

Reports to: Box Office Manager

Working closely with: Front of House team, volunteer ushers.

MAIN DUTIES AND RESPONSIBILITIES:

- To provide the frontline service for customers booking tickets or reserving tables in our restaurant in person or on the telephone, ensuring that they are helped in an efficient, courteous and effective manner, delivering a high standard of customer care at all times.
- To respond to enquiries received via email and online and ensure that these receive the same standard of customer care as personal callers.
- To be familiar with all information pertaining to current and future performances and events so that you are able to assist customers with general enquiries and be proactive in encouraging customers to book for events and activities offered by The Watermill.
- To staff the Box Office ensuring that all processes for ticketing are completed accurately and efficiently.
- To ensure cash handling and financial procedures are followed at all times and that all monies have been accounted for and are stored at the end of the shift.
- To ensure that Box Office data and systems are properly and efficiently updated and maintained and to be aware of the importance of protecting customer data.

- To familiarise yourself with box office activities at the start of your shifts by checking handover notes and to ensure that any relevant information is shared with the box office team at the end of your shift to ensure the smooth running of the box office.
- To sell merchandise as required in the absence of front of house staff.
- To make follow up calls, collect visitor data, facilitate surveys and participate in other marketing and audience development strategies as directed.
- To be aware of visitors with access requirements and how we can support them.
- To undertake reception duties including accepting deliveries and alerting relevant departments and directing visitors.
- To be familiar with evacuation procedures and the security and alarm systems controlled in the foyer.

General

- Carrying out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Undertaking relevant training and development as required
- Driving change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Being accountable for the safety of yourself and others, in line with our Health & Safety Policy
- Creating a positive working environment, underpinned by the organisation's values
- Ensuring we are collecting and using data to inform decisions, demonstrate our impact and fulfil our funding conditions
- Complying with all legal requirements relating to the General Data Protection Regulation (GDPR)
- Contributing our aims to become environmentally sustainable

PERSON SPECIFICATION

Essential

- Previous experience of customer service delivery to a high level of customer satisfaction.
- An approachable and diplomatic communicator with those at all levels.
- Cash handling experience and ability to reconcile takings.
- Previous experience in a retail environment.
- Good IT skills, including working knowledge of Microsoft Office Word, Excel, Outlook.
- Ability to organise and prioritise, operate calmly under pressure and demonstrate good attention to detail.
- Able to work on your own initiative.
- Experience and knowledge of effective sales techniques and a commercial awareness to maximise sales.
- Interest in and empathy for the arts.
- Good written and verbal communication skills including a good standard of spoken and written English.

Desirable

- Recent customer care training.

This job description is indicative of the responsibilities and duties associated with this position. It is neither restrictive nor inclusive and The Watermill Theatre reserves the right to make reasonable changes.

HOW TO APPLY

Please send us the following:

- Your CV and cover letter explaining how you fit the criteria
- A completed Equal Opportunities Monitoring Form

If we can support your application by offering an alternative format, please do let us know. Likewise, we want to ensure interviews are as accessible as possible so please do let us know in your application if there is anything we can do to support this.

Application Deadline: Thursday 30 June, 5pm

Applications should be sent to admin@watermill.org.uk

or by post to:

Theatre Administrator
The Watermill Theatre
Bagnor
Newbury
Berkshire RG20 8AE

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