Title	Box Office/Front of House Team
Reports to	Theatre & Corporate Programme Manager or Front of House Manager
Key terms	**Employer:** Carlow Arts Centre Ltd **Contract:** Casual, part-time. **Notice:** 1 month notice is required. *Carlow Arts Centre Ltd is an Equal Opportunities Employer. The organisation is committed to equal employment opportunities regardless of age, sexual orientation, neuro diversity, gender, pregnancy, religion, nationality, ethnic origin, disability, medical history, skin colour, marital status, genetic information or parental status. We base all our employment decisions on merit, job requirements and business needs.*
Role/Purpose	As a member of the Box Office and Front of House staff you will work as part of an in-house, creative team based at VISUAL Carlow and are the first point of contact for the public and key stakeholders. Working in partnership with the administrative, theatre/ corporate, technical, curatorial and finance teams within a busy arts environment, you offer excellent customer care and service to deliver an exciting and lively arts centre programme. The Box Office and Front of House teams focus on assisting and supporting the public to engage in event programming and work to ensure a safe, enjoyable experience for all who attend VISUAL Carlow. As part of the team at VISUAL you will have the opportunity to work across a range of seasonally dynamic and culturally relevant theatre and music shows, festivals, gallery exhibitions and corporate events.
Key qualities of candidate	**The successful candidate will:** ▪ Have an interest in the arts. ▪ Have a strong track record in the hospitality industry and in delivering customer service. ▪ Have excellent organisational skills with the ability to work under pressure to high standards and handle multiple tasks. ▪ Have an outgoing, helpful and friendly personality with a proactive and positive approach to work. ▪ Have excellent communication and interpersonal skills and be a team player. ▪ Have excellent time keeping skills. ▪ Be flexible and available to work during the day, evenings and weekends as required. ▪ Have experience in a fast-paced hospitality environment. ▪ Have a working knowledge of outlook, word, excel, power point & other computer programmes.

	Health Candidates shall be in a state of health such as, would indicate a reasonable prospect of ability to render regular and efficient service.
Key Deliverables	Customer and client satisfaction
Duties & Responsibilities	**Front of House/Box Office and Customer Service** • Greeting and acknowledging customers in a friendly and welcoming manner. • Always acting as an ambassador and advocate for VISUAL. • Dealing effectively with customer enquiries and complaints, referring them to the Duty Manager as appropriate. • Active involvement in the care and maintenance of the VISUAL shop – monitor merchandise, process sales and general upkeep. • Ensuring that all public areas are clean and maintained to a high standard at all times. • Monitoring and supporting the security, health and safety of all staff and patrons who enter VISUAL Carlow. • Being fully informed and proactive in the marketing of events. This includes seeking ways to create sales opportunities where possible. • Invigilation of all gallery exhibitions including having relevant programme knowledge of artwork and shows exhibited or held at VISUAL for each of the seasons and throughout the year. • Supervising the care, protection and respect of all seasonal artwork which is accessible and displayed to the public. • Facilitating the smooth running of all shows/events. This includes the setting-up and taking-down of events alongside other in-house teams. • Processing/scanning tickets and escorting patrons to their seats for shows and events. • Showing an awareness of the needs of customers with additional needs and ensuring those needs are met and dealt with appropriately and respectfully. • Showing an awareness of the overall geography/layout of the building for the purpose of supporting patrons of all abilities to access and enjoy VISUAL. • Catering and serving customers at the bar in a fast, efficient and courteous manner. • Assistance with administration or other tasks that may be reasonably required. • Reporting on events and communicating key information to relevant departments within VISUAL.

	Compliance, Security & Child Protection • To abide by, support, and implement the arts centre's **Health and Safety Policy** and **Child Protection Policy.** • To comply with all emergency and health and safety procedures. • To undergo staff training as appropriate in the areas of health, safety, and security. • To undergo training in the use of technical equipment, where required, within the building. • Responsibility for turning on and off gallery shows, where required, at the start and end of each day. • Responsibility for opening and closing procedures including the securing of all doors, lighting in the building and alarm and lock up procedures.
Other Duties/Responsibilities	**Inter-departmental work** • To work strategically with various internal departments including marketing, technical and artistic/creative teams • Participation and work within a performance management development system process.
Desirable Experience	▪ Experience in a busy fast paced bar/ hospitality environment with high levels of public contact is desirable. ▪ Experience of customer service and retail sales to include both cash and card sales. ▪ Experience of the theatre or performing arts environment is **not** essential; however, evidence of adapting to new and ever-changing environments is desirable.
Terms & Conditions of Employment	**Probation** A probationary period of 6 months will apply. **Terms & Conditions:** As per contract offered **Garda Vetting** The post holder will be required to engage with the national Garda Vetting process.

Recruitment & Selection Procedures	Selection shall be by means of competition based on an interview process conducted by or on behalf of Carlow Arts Centre Ltd. **Any attempt by a candidate, or by any person(s) acting on his/her instigation, directly or indirectly by means of written communication or otherwise, to canvass or otherwise influence in the candidate's favour, any board member of Carlow Arts Centre Ltd. or person nominated by the Carlow Arts Centre Ltd. to interview or examine applicants, will result in automatic disqualification of the candidate for the position he/she is seeking**.
Shortlisting **Applications**	Where a large volume of applications is received Carlow Arts Centre Ltd. reserve the right to admit to the competition, only candidates who appear likely to possess a standard sufficient for appointment. The short-listing process may take the form of: • Short-listing of candidates based on information contained in their application ***or*** • Other written, oral or practical tests appropriate to the position ***or*** • Preliminary interviews to reduce the number of candidates to a more manageable number for the final Interview Board ***or*** • Preliminary interviews to determine qualified candidates, after which a selected number of the qualified candidates are called back for final interview Carlow Arts Centre Ltd. reserves the right to shortlist candidates in the manner it deems most appropriate. **Applications in writing, together with CV, detailing qualifications, attributes and experience, together with the names and contact details for two referees (not related), both of whom should be familiar with the applicant's professional work and reliability, may be made to:** admin@visualcarlow.ie or posted to: Administration Department Visual Carlow Old Dublin Road, Carlow R93 A3K1