

HALF MOON YOUNG PEOPLE'S THEATRE

JOB DESCRIPTION – MARKETING AND BOX OFFICE ASSISTANT

Reporting to – Communications Manager

The post holder will support the sharing of information about the Company to all stakeholders and support the box office and front of house.

Specific Areas of Responsibility:

- Support the delivery of marketing, press, digital and communication strategies for all Half Moon activities
- Support the integration of digital media into all activity
- Update the Company's website, Facebook, Twitter and other social media
- Submit listings to all relevant media
- Update general, industry, funders and press databases
- Maintain Front of House foyer and external displays, etc. up to date.

Box Office and Front of House responsibilities:

- Act as Duty FOH Manager for some youth theatres and out-of-school young people's programmes, including working some early evenings (to 9pm) during term-time
- Act as Box Office Assistant for professional productions and community events at Half Moon, including working Saturdays (9am-5pm) from September to December
- Work as an usher for professional productions
- Oversee recycling, foyer and hygiene facilities
- Wash up cups and glasses from drinks in the foyer
- Act as a first point of call for visitors to the building, young participants and their parents/carers
- Act as a first point of call for external venue and facilities hires
- Take responsibility for security and locking up when on duty.
- Undertake day to day Box Office bookings and administration
- Oversee office systems – post, equipment, stationery and janitorial supplies
- Record statistical data for all of the company's activity
- Provide administrative support for young people's programmes – database, waiting lists, mail outs, registration and payments
- Assist all staff members in all areas of the company's portfolio within the broad remit of that post holder's portfolio.

General Responsibilities (alongside all Half Moon staff):

- Keep abreast of current practice and developments in the arts, youth, disability and education sectors
- Develop and maintain contacts in line with the company's aims, liaising closely with the community, local businesses, schools/colleges and other arts organisations.

PERSON SPECIFICATION

Essential

- 5 GCSEs including English and Maths
- A level or equivalent qualifications

- Two years' experience as a participant and/or employee (including part-time, casual work) in theatre/arts/youth centre environment
- Evidence of excellent interpersonal skills, including confident telephone manner
- Good oral and written communication
- Strong IT skills including Word/Excel/Access/Photoshop/Wordpress/Publisher/Mailchimp (or other email marketing system)
- A high level of numeracy and confidence handling money and statistical data
- A willingness to work flexible hours, as stated above, plus other occasional variations to days/times as ad-hoc venue activities arise
- Ability to use initiative and work independently
- Some experience of working successfully as part of a team
- An interest in working in direct contact with young people, their parents/carers and members of the public.

Desirable

- Experience of participating in culturally and socio-economically diverse communities and inclusive settings
- Demonstrable local knowledge of Tower Hamlets
- Degree or equivalent

This is a six-month placement through the Government's Kickstart Scheme, with training from Creative Access.

25 hours per week contract paid at London Living Wage.