

**Thank you for your interest in becoming Polka Theatre's
Sales & Ticketing Supervisor**

"The place to be for children's theatre" ayoungertheatre.com



This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and experience you would bring to the role and the qualities and values we're looking for. It also explains how you can apply and the interview process.

If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on 020 8543 4888 or email lynette@polkatheatre.com.

We look forward to receiving your application by **9am on Thursday 24th June 2021**.

Equal Opportunities

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people of colour, people across the gender spectrum and people who self-identify as disabled, who are underrepresented in our sector.

Our newly redeveloped venue is accessible for wheelchairs and prams/buggies; most spaces can be accessed step-free.

As a children's theatre we are generally open during the daytimes and weekends, rather than evenings, making us well suited to people who have families and/or other caring responsibilities outside of work.

As an important part of our local community in Wimbledon and the London borough of Merton, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London.





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About Polka

Polka is a pioneering national theatre for children based in Wimbledon, South West London. The first UK venue to be created exclusively for young audiences, we celebrated our 40th anniversary in 2019. We are one of just a handful of dedicated children's venues in the UK. Presenting a year-round programme of new work made at Polka, visiting shows, and Creative Learning activities for 0-12 year olds, we continue to pioneer developments in children's theatre, nurture artistic talent in the sector, and maintain an international reputation while serving local communities.

Polka is a charity and Arts Council England National Portfolio Organisation. Our mission is to empower children to navigate their world through inspirational theatre and creative experiences. Over 100,000 people visit us each year and a further 18,000+ take part in creative learning and community activities. We involve children at every stage of the creative process and lead the way in Early Years theatre for under 6s together with our academic collaborators and the EU-funded small size network.

Inclusivity is and always has been an integral part of the company's offer. In 2007, Polka pioneered relaxed performances for children on the autistic spectrum, a model which continues to be replicated across the cultural sector. We run a free ticketing scheme, enabling children from deprived areas to experience live theatre for the first time, and a range of initiatives that provide opportunities for children with particular access needs or who live in challenging circumstances to participate in our activities. We offer opportunities for all children and families regardless of age, ability, culture or background, to engage in theatre.

This is an exciting time to be joining Polka. Since opening our Wimbledon home in 1979, over 3.5 million children, parents, teachers and carers have been through our doors and we now have an opportunity to redevelop and reimagine Polka for future generations. Our redeveloped venue will open to the public in summer 2021.

For more information about Polka Theatre and our work, please visit www.polkatheatre.com

Polka is funded by Arts Council England, London, registered charity number 256979.



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Vision and Values

Polka's mission is to 'empower children to navigate their world through inspirational theatre and creative experiences.' We are looking for people who are conscientious, proactive and reliable in their approach to work with a willingness to learn and ability to adapt to changes and share Polka's vision:

Improving children's lives, bringing communities together, creating ground-breaking theatre.

As well as our values:

Child-centred placing children at the heart of everything Polka does

Community engaging our diverse communities of children, families, educationalists and artists

Excellent pioneering, adventurous, offering the highest quality

Memorable creating magical, meaningful experiences

Inclusive welcoming, accessible, nurturing, supportive, representative.





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Sales & Ticketing Supervisor Job Description

This role is full-time, permanent. We will consider applications for flexible working and job-sharing. Further details can be found in the 'Main Terms and Benefits' section below.

You will play an important role in delivering exceptional service to all of our visitors during their ticket booking process. You will be the first point of contact for all visitors in person, over the phone and online. It will be your responsibility to ensure high levels of data protection and discretion when handling sensitive customer data.

You will lead by positive example and set standards for the Ticketing team within a Supervisory role. As part of the Sales & Marketing team, working closely with the Operations team, this role will require someone who is passionate about creating memorable experiences for all.

Key Responsibilities

Your job description includes responsibilities as follows:

Sales & Ticketing

- To supervise the Box Office and its staff alongside the Sales & Ticketing Manager, acting as a shift supervisor for the Box Office team when on duty.
- To actively work towards and exceed sales targets for all Polka activity.
- To provide exceptional levels of customer services and welcome to all visitors to the building and purchasing tickets via all channels, leading by example to ensure that Ticketing Assistants maintain the highest standards of customer care.
- To work with the Sales & Ticketing Manager to develop and implement a training plan for all new starters and monitor service standards.
- To ensure the ticketing system (Spektrix) remains clean and up-to-date for use across the organisation.
- To undertake daily, weekly and monthly financial tasks including banking and reconciliation.
- To empower the Ticketing team in asking for donations.
- To troubleshoot any technical equipment relating to the ticketing system; including computers, printers and scanners.
- To process school and group bookings ensuring all information is communicated to operational colleagues.
- To encourage the Ticketing team in upselling supplementary events, merchandise and other auxiliary items.
- To actively promote access performances to customers and capture accurate access information.

General

- To remain up-to-date with all Sales & Ticketing policies and procedures.
- To remain up-to-date with all Sales activity as part of Polka's programme of work, including all Creative Learning and Development activity.
- To deputise for the Sales & Ticketing Manager in their absence.

Partnerships and training

- To maintain excellent and productive working relationships with all departments in order to understand the needs and priorities relating to the ticketing system.
- To attend regular training sessions in order to stay up to date with releases and best practice across the ticketing industry.

All team members are expected to

- Champion and honour Polka's vision and values (you can find these on the previous pages)
- Maintain confidentiality and abide by Polka's policies and procedures
- Follow Health and Safety rules at work
- Follow Safeguarding rules and legislation
- Actively ensure Equality, Diversity and Inclusion is part of Polka's culture
- Contribute to Polka's Environmental Action plan by thinking and working sustainably
- Contribute towards Polka's fundraising goals, this may include research, writing applications, advocacy and managing relationships
- Take part in operational teams to help share learning, find joint solutions and drive change
- Participate in all training, development and wellbeing initiatives as required
- Undertake any other duties as may be reasonably required.



Person Specification

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential to have.

Skills and knowledge required	
1	Proven ability to organise a complex, changeable workload with a professional and adaptable manner
2	Meticulous attention to detail, especially when handling sensitive customer data
3	Strong IT skills and ability to use Microsoft Office: Outlook, Word, Excel, PowerPoint and a CRM system (we use Spektrix)
4	Ability to work well in a team and independently, whilst leading by positive example.
5	Eloquent communication skills and an excellent manner when interacting with the public, stakeholders and industry colleagues.
6	A commitment to promoting equality and diversity and ensuring access for all.
7	Knowledge of the local area would be beneficial but not essential
8	A valid Disclosure and Barring (DBS) certificate or willing to undergo an enhanced DBS check (at Polka's expense) if a job offer is made subject to this being obtained.
Experience required	
9	Experience working in a ticketing environment, preferably (but not limited to) a theatre setting
10	Experience of cash handling, banking and upholding cash handling procedures
11	Excellent communication and interpersonal skills
12	Experience working within an Arts or Events Organisation, preferably in a Not for Profit organisation

Main Terms and Benefits

Job title Sales & Ticketing Supervisor

Reporting to Sales & Ticketing Manager

Responsible for Sales & Ticketing Assistants

Role Permanent, full time. We will consider applications for flexible working and job-sharing so please let us know your preference for this in your application.

Salary £21,000 - £22,000 per year

Hours 35 hours per week excluding a lunch break of 1 hour, worked over 5 days to cover the Box Office operating hours. You will cover 2 weekends in 4, in consultation with the Visitor Services Team. As a children's theatre our hours are mainly daytime.

Additional hours may be necessary to fulfil the requirements of the post, including evenings and weekends, and travel out of London when required (we operate a TOIL system).

Location 240 The Broadway, Wimbledon, London SW19 1SB. Due to COVID-19 you will initially be working from home.

Holiday 20 days per annum plus bank/public holidays.

Pension and benefits

- After 3 months you will be automatically enrolled into NOW Pensions scheme in accordance with statutory deadlines and contributions
- RISE health and wellbeing service (including face to face counselling)
- Complementary tickets for all Polka productions subject to availability
- Discounts on main meals, tea and coffee in Polka's café.

Probationary period Appointment is subject to satisfactory completion of 3 months. Notice period during probation: 1 week for both you and Polka.

Notice Period 2 months for both you and Polka.

Application Process

Key Dates

Deadline 9am on Thursday 24th June 2021

Interview week commencing 28th June 2021

Second interview TBC

Ideal start date as soon as possible





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How to apply

Please complete and send the following to Julia Yelland Sales & Ticketing Manager at julia@polkatheatre.com. Remember to include Sales & Ticketing Supervisor as your email subject line.

Document	Link
Application form	https://polkatheatre.com/jobs/
Equality monitoring questionnaire	https://www.surveymonkey.co.uk/r/N9XBSP8

The Equality monitoring questionnaire is not sent to the person named above. It helps us understand whether we are succeeding in promoting equality of opportunity and encouraging representation. It is completely separate from your application and we do not connect the two.

On completion of all the above documents by the deadline, we will acknowledge receipt of your application. We regret that late applications will not be considered.

You can visit our website to find out more about us <https://polkatheatre.com/home/about-us/>

If you would like to discuss this role in more detail, please contact Julia Yelland Sales & Ticketing Manager: julia@polkatheatre.com.

Interview Process

Interviews will be held online using Zoom week commencing 28th of June.

We will email you a meeting invite, which includes a link to the interview, in advance.

We will let you know if there is anything in particular that we need you to prepare in advance.

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. We aim to give at least half a weeks' notice ahead of the interview date.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.

