

Recruitment Pack for Ticketing Assistant

Thank you for your interest in joining Polka.
“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.

This pack includes information about (in order):

- Main terms and benefits.
- Equal opportunities.
- Polka Theatre, including our vision and values.
- Job description.
- Person specification.

As part of your application please give us examples of your skills, knowledge and experience. You can find what we’re looking for in this role in the table in the Person specification.



There is no deadline so please apply as soon as you can. We aim to get back in touch with you to let you know we have received your application as soon as we can. We will also get in touch to let you know if we would like to invite you for an interview.

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 julia@polkatheatre.com

Main Terms and Benefits

Job title Ticketing Assistant

Reporting to Sales & Ticketing Manager

Role Casual

Salary £11.05 per hour plus holiday pay

Hours Shifts will be assigned on a monthly basis, based on availability. As a children's theatre our hours are mainly daytime but weekend work is essential.

Location Due to the nature of the role and small size of the team, you will be based in the Box Office at Polka Theatre, 240 The Broadway, Wimbledon, London SW19 1SB.

Holiday Depends on the number of hours that you actually work and will be allocated pro-rata based on a full-time entitlement of 20 days' holiday per year plus bank holidays.

Pension and benefits

- If eligible, 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.

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.





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.

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.



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.





Job Description

This role is a casual position where we request a minimum number of hours across a rota month (4 weeks). 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 ticketing booking process. You will be part of the Sales and Marketing team, working closely the Operations team. You will be supported by the Sales and Ticketing Manager and Supervisor. Our aim is to have a pool of casual assistants so the hours can be spread between you. You will be the first point of contact for all visitors in person, over the phone and online. You will play a vital part in representing us to every visitor as a welcoming, inclusive and inspiring space. To succeed, you will be people-focussed, proactively helpful, and confident in using telephone, email and computer systems to manage sales and communications. It will be your responsibility to ensure high levels of data protection and discretion when handling sensitive customer data.

Key Responsibilities

Your job description includes responsibility for:

Sales & Ticketing

- Actively working towards and exceed sales targets for all Polka activity.
- Providing first class customer services to all visitors and patrons, in person, over the phone and by email
 - for regular visitors, you'll be a trusted guide to support their visits
 - for new audience members, you'll be their first experience of our organisation.
- Carrying out daily, weekly and monthly duties as set by the Sales & Ticketing Manager or Supervisor.
- Making sure that the ticketing system (Spektrix) is kept clean and up to date for use across the organisation.
- Upholding the highest standards of data protection, relating to sensitive customer data.
- Daily banking and following cash handling procedures.
- Actively promoting Development and Fundraising activity in order to ask for donations.
- Actively promoting access performances to customers and capturing accurate access information.
- Preparing for incoming audiences prior to performances, including lining up the sales counter for quick ticket distribution before an event.

General

- Being knowledgeable about all Polka's productions, events and activities, which you are selling, in order to respond to visitor questions and enquiries.
- Staying up-to-date with all Sales & Ticketing policies and procedures.

Partnerships and training

- Maintaining excellent and productive working relationships with all departments in order to effectively assist the wider organisation.

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 workload, with meticulous attention to detail.
2	High level of communication skills and excellent manner when interacting with the public, stakeholders and industry colleagues.
3	Strong IT skills and able to quickly learn to use new software (we use a ticketing system called Spektrix which we can teach you)
4	Able to to work well in a team (in a group of people) and independently (alone)
5	Knowledge of the local area would be beneficial but not essential
6	An understanding of what is best practice in customer service
7	A valid Disclosure and Barring (DBS) certificate if required 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	
8	Experience working in a ticketing environment, in a theatre is beneficial but not essential
9	Experience of cash handling
10	Experience interacting with members of the public

Application Process

There is no deadline so please apply as soon as you can.

We aim to get back in touch with you to let you know we have received your application as soon as we can.

We will also get in touch to let you know if we would like to invite you for an interview.



How to apply

Please send the following to Julia Yelland (Sales & Ticketing Manager) at julia@polkatheatre.com or post it to them at Polka Theatre, 240 The Broadway, Wimbledon SW19 1SB. Remember to include *Ticketing Assistant* as your email subject line or on the envelope.



Please send the following to or post it to them at Polka Theatre, 240 The Broadway, Wimbledon SW19 1SB. Remember to include Ticketing Assistant as your email subject line or on the envelope.

Document	Link to click on
Current CV and short cover letter telling us how you meet the details in the Person Specification	
If you would prefer, you are welcome to send us a short video or audio file (no longer than 5 mins), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.	
Privacy Notice	Please download our privacy notice form
Equality monitoring questionnaire	Please complete our Equality Monitoring survey

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.

Recruitment for this role is ongoing, throughout the year. We aim to get back in touch with you to let you know we have received your application as soon as we can. We will also get in touch to let you know if we would like to invite you for an interview.

You can find out more about us by clicking on [this link to our website](#).
If you would like to discuss this role in more detail, please contact Julia on julia@polkatheatre.com.

Interview Process

Interviews will be held at the Polka Theatre with Julia Yelland, Sales and Ticketing Manager and another member of the Marketing team or Visitor Services team.

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

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.

