



Sales & Ticketing Supervisor Recruitment Pack April 2024



Thank you for your interest in joining Polka

We are...*"The place to be for children's theatre"* ayoungertheatre.com and *"one of the best-equipped kids' theatres in the world"* Time Out.

This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and knowledge you would bring to the role and the qualities and values we're looking for. It tells you about our perks and benefits, for all employees and 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. If you would like to have a chat about this role in more detail, please call Laura Perry, Sales & Ticketing Manager, on 020 8543 4888 or email Laura@polkatheatre.com.

Thank you for reading this pack and, if you decide to apply, we look forward to receiving your application by **9am on Thursday 2nd May 2024**.

About Polka



Polka is a pioneering national theatre for children based in Wimbledon, the first UK venue created exclusively for young audiences. Opened in 1979, we are one of just a handful of dedicated children's venues in the UK. Since then over 3.5 million children, parents, teachers and carers have been through our doors. Following our £9m redevelopment in 2020/21 we now have an opportunity to reimagine Polka for future generations.

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. Around 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 Culture Europe funded Mapping programme.

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.

Our website (www.polkatheatre.com) gives you more information about us. We are funded by Arts Council England, London, registered charity number 256979.



Working, Wellbeing and Learning at Polka

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people from the Global Majority, 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 a community rooted venue, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London. Our environment is important to us, and we have radically improved our building's sustainability, and our Green Team help to implement practical operational changes.

We want to help people achieve their potential while working at Polka. We prioritise our mental health and the culture of working at Polka by having regular team days to share and learn from each other, providing the opportunity to work flexibly (subject to the type of role) and a range of social events. We invest in our people through training opportunities which help us learn and understand more about working together. Recently this includes trans-awareness, equality, diversity and inclusion and mental health awareness.

Perks and Benefits

We continually strive to make Polka an even greater place to work. We listen to feedback and conversations with staff at our team days. By doing this, we recently reviewed our perks and benefits package and are delighted to make enhancements and add new ones, which are:

- Flexi-time – after your first day, you can start work anytime between 9am and 10am and work the corresponding 8 hours (with one hour for lunch) within the needs of the organisation.
- Extra holiday – after 1+ year of service an extra day per year, up to 5 extra days.
- Volunteering days – up to 2 days off per leave year (pro rata).
- Sabbatical unpaid leave – after 3+ years service.
- Cycle to work scheme.
- Season ticket loans.
- Emergency small loan scheme for salaried and regular casual staff.
- Pension – after 3 months you will be automatically enrolled into NOW Pensions scheme in accordance with statutory deadlines and contributions.
- Additional pension – an additional 1% of employer pension contribution above statutory minimum after 1 year of service.
- Complementary tickets – for all Polka productions subject to availability.
- Polka's Café and shop – generous discounts.
- Local discounts on shopping, dining and entertainment through Love Wimbledon card membership.
- Leisure centre and spa – corporate discounted rate with local gym, swimming pool and spa around the corner from Polka.
- Discounted parking if you need to drive to work, subject to availability.

- Regular social activities and team days.



What sort of people work with us?

We are looking for people who share our mission, vision and values through their work. As part of our team, you will be conscientious, proactive and reliable in your approach to work and have a willingness to learn and adapt to changes. We support and champion each other. You don't need to have a degree, specialist arts qualification or years of experience to work with us. We will support you to fulfil your full potential in your role.

Mission To empower children to navigate their world through inspirational theatre and creative experiences.

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

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.



This is the role for you, if you:

- Enjoy working for a pioneering national theatre for children.
- Love working in a venue or theatre but would prefer mainly daytime, part time hours.
- Have strong communication skills and enjoy working in a customer-facing role.

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, representing us to every visitor as a welcoming, inclusive and inspiring space. 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 and Marketing department, and working closely with the Operations team, this role will require someone who is people-focused, proactively helpful, and passionate about creating memorable experiences for all.

We are looking for a Sales and Ticketing Supervisor to work alongside the Sales and Ticketing Manager. This role is part-time (4 days per week) on a fixed term one year contract. We will consider applications for flexible working. Further details can be found in the 'Contract terms' section below.



Job Description

Here are more details about the responsibilities for this role:

Sales and Ticketing

- Supervise the Box Office and its staff alongside the Sales and Ticketing Manager, acting as a shift supervisor for the Box Office team when on duty.
- Actively work towards and exceed sales targets for all Polka activity.
- Provide exceptional levels of service to customers purchasing tickets via all channels, and welcoming all visitors to the building. Leading by example to ensure that Ticketing Assistants maintain the highest standards of customer care.
- Work with the Sales and Ticketing Manager to develop and implement a training plan for all new starters and monitor service standards.
- Make sure the ticketing system (we use Spektrix) remains clean and up-to-date for use across the organisation.
- Undertake daily, weekly and monthly financial tasks including banking and reconciliation.
- Empower the Ticketing team in asking for donations and raising awareness of Polka as a charity.
- Be the main point of contact for groups and school bookings, processing invoices and liaising with the Schools Relationship Officer, ensuring all information is communicated to operational colleagues.
- Encourage the Ticketing team in upselling supplementary events, merchandise and other auxiliary items.
- Actively promote access performances to customers and capture accurate access information.
- Work with the Marketing team to drive sales and promotions, cross-selling shows and workshops.
- Work with our PR consultant to book in press tickets, welcome press where needed and issue tickets.

General

- Remain up-to-date with all Sales & Ticketing policies and procedures.
- Remain up-to-date with all Sales activity as part of Polka's programme of work, including all Creative Learning and Development activity.
- Deputise for the Sales and Ticketing Manager in their absence.
- Understand and respond accordingly to the Fire Panel and emergency evacuation procedures and adhere to these procedures at all times. (Training will be given).

Partnerships and training

- Maintain excellent and productive working relationships with all departments in order to understand the needs and priorities relating to the ticketing system.
- 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 which 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

In your application, please make sure you show us how you would bring the following skills, knowledge and experience, that we are looking for, to this role. We value the different experiences that people bring to a job role and will always look to provide opportunities for you to learn more about your job role and help you gain more experience working at Polka. There are some areas we have suggested are beneficial but not essential to have.

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. Proven 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 (alone), whilst leading by positive example.
5. Confident 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. Experience working in a ticketing environment, preferably (but not limited to) a theatre setting.
9. Experience of cash handling, banking and upholding cash handling procedures.

You will be required to have a valid [Disclosure and Barring \(DBS\) certificate](#) or be willing to undergo an enhanced DBS check (at Polka's expense) if a job offer is made subject to this being obtained.

Contract Terms

This role is **part-time (4 days per week) on a fixed term one year contract**. We will consider applications for flexible working so please let us know your preference for this in your application. It is normally based at Polka Theatre 240 The Broadway, Wimbledon, London SW19 1SB.

Job title for this role is Sales and Ticketing Supervisor. Your manager will be the Sales and Ticketing Manager.

Salary is £24,000 per year pro rata (£19,200 for 4 days per week per year).

Hours 28 hours per week excluding a lunch break of 1 hour worked over 4 days Monday to Sunday to cover the Box Office operating hours. As a children's theatre our hours are mainly daytime. You will need to be available for weekend work (we are open Saturday and Sunday). You may need to work some additional hours, including evenings and weekends, and travel out of London when required (we operate a Time Off In Lieu, known as 'TOIL' system).

Holiday 28 days per year pro rata including bank/public holidays.

Probationary period your appointment is subject to satisfactorily completing a 2-month probation period. Your notice period during probation is 1 week for both you and Polka.

Notice period 1 month for both you and Polka.

How to apply

Deadline 9am on Thursday 2nd May 2024

Interview Wednesday 8 May 2024

Ideal start date As soon as possible after that



Please complete and send the following to Laura Perry, Sales and Ticketing Manager at laura@polkathatre.com . Remember to include *Sales and Ticketing Supervisor* as your email subject line.

- Application form – download it as a Word document from our [website](#)
- 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/or work experience, as well as your knowledge, skills and experience.

Please also complete our Equality Monitoring survey by visiting [Survey Monkey website](#)

The Equality monitoring survey is anonymous and is not sent to the person who receives your application. 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.

Once you have sent us the documents above, by the deadline, we will let you know we have received your application.

Interview Process

We will shortlist the applicants we would like to meet for an interview. Our shortlisters will be looking for you to have done the following:

- Sent us a completed application before the deadline.
- Clearly shown us how you share our values and the things we've mentioned in the 'What sort of people work for us?' section above.
- Given us examples of how you meet the points in the 'Person Specification' section above.
- Given us relevant information about your work history/experience and any training (remember to make sure to tell us about any gaps when you weren't working).

We will offer interviews to the applicants who have shown us these things most strongly.



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.

Interviews will be held in person at Polka Theatre with Laura Perry, Sales and Ticketing Manager and Sara Hijazi Greenwood, Head of Sales and Marketing on Wednesday 8 May 2024. Interviews can be arranged via Zoom if needed in the first instance.

We will send you 3 of the interview questions the day before. We will let you know if there is anything in particular that we need you to prepare in advance.

All applicants who attend an interview will be offered feedback.

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

