

Sales Officer

Employment type:	Casual - Hours vary
Hours:	Various to include evenings, weekends, and public holidays.
Salary:	Real living wage £10.90phr
Work Location:	The role will be based at the Grand Theatre, Blackpool. You may be required to work from home or in other places in and around Blackpool, from time to time.
Holidays:	22 days per annum plus bank and public holidays
Reporting to:	Sales and Customer Engagement Manager
Purpose of Role:	<p>The Sales Officer is often the first interface with members of the public, either in person, by phone or through digital services and as such crucially represents the theatre, ensuring a positive experience for the customer while optimising the profit for the theatre.</p> <p>You will address customer questions about new products, services, promotions on sales and contribute to bottom-line sales by increasing customer satisfaction and rerouting any queries as required.</p>
Our Ideal Candidate:	<p>We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We can provide training where necessary.</p> <ul style="list-style-type: none"> ✓ Experience in maximising sales and consistently achieving targets. ✓ Ability to use own initiative. ✓ Experience of working in a fast-paced environment. ✓ Ability to effectively prioritise. ✓ The ability to think creatively to drive revenue.
How to apply:	<p>Download and complete an application form and email to helenb@blackpoolgrand.co.uk with subject: 'Sales Officer'</p> <p>You can also apply by post to Helen Booth, Administrator, Blackpool Grand Theatre, 33 Church Street, Blackpool, Lancashire. FY1 1HT</p> <p>Tell us why you think you are suited to this role, why it interests you and how we will benefit from having you on board!</p>
Closing date for applications:	Ongoing recruitment

Sales Officer

JOB DESCRIPTION

Key Responsibilities:

Liaise closely with all team members, ensuring the project is understood and 'plugged in' to the bigger organisational picture and connects with the management, support, and supervision systems of Blackpool Grand Theatre, including regular reviews, programme updates and contributing to written reports.

Key Tasks

Sales

- Carry out ticket sales duties using the theatre's computerised booking system, conversing with the public in person and by telephone and ensuring constant attention to detail for a smooth and courteous transaction
- Be fully informed and proactive in the marketing of the Theatre's products, services, and facilities, looking to create sales opportunities whenever possible
- Achieving team sales targets as directed by the Sales and Customer Engagement Manager
- Participate in telephone sales campaigns as requested and undertake any training required
- Capture and
and enquiry

Reporting/Data Handling

- Adhere to cash-handling procedures as determined by the finance department
- At the end of each shift, account for personal takings and reconcile these with computerised reports
- Keep confidential all financial information relating to The Grand and its sales
- Ensure the confidentiality of all information relating to customer and staff data in compliance with the Data Protection Act.

Customer Service

- Ensure that members of the public, whether in person or by telephone, are greeted in a welcoming, courteous, and helpful manner
- Utilise the highest standards in customer care and safety
- Act as a point of reference for all enquiries concerning the activities of The Grand, including performances, education activities and workshops, café-bar facilities, exhibitions, foyer events etc (in some cases off-site events)
- Act as a reception and information point for the public whether on the telephone, in person or online.

Access

- Actively market and coordinate bookings of facilities for customers with disabilities, including Audio Described, Sign Language Interpreted, Wheelchair Access, and Captioned Performances
- To implement and adhere to the provisions of the Disability Discrimination Act

Any other duties that may be reasonably requested.

PERSON SPECIFICATION

Essential Criteria	Desirable Criteria
<ul style="list-style-type: none"> • Previous experience of delivering high-quality customer service in a similar environment, with a patron-centric approach. • Excellent interpersonal, communication and customer care skills. • Approachable demeanour and ability to communicate and advocate the productions/work/packages of the theatre. • Ability to remain calm whilst working under pressure. • Flexible, responsive team player. • Flexibility to work evenings, weekends, Bank Holidays with availability to work on special events as required. • Demonstrable commitment to equality, diversity, and inclusion. 	<ul style="list-style-type: none"> • Previous experience with a ticketing/sales type system (training will be given). • A genuine passion for theatre and the performing arts. • A knowledge of Blackpool Grand Theatre, its products, and services.