

SALES & WELCOME TEAM ASSISTANT (temporary)

INFORMATION FOR APPLICANTS

Thank you for your interest in the above vacancy. Please find attached:

- Person Specification
- Job Description
- Application Form Parts A & B

Please also refer to the Traverse Vision, Mission and Values Statement and Candidate Privacy Notice which can be viewed and/or downloaded from the jobs page on our website at www.traverse.co.uk/jobs

HOW TO APPLY

To apply for this post you must complete all sections of the application form. We cannot accept CVs in application for this post.

You can then submit your application using our recruitment portal [here](#) Click on the **Apply Now** button and follow the instructions.

We would like to clarify that submitting a video comment is entirely optional. Should you prefer not to use the video option this will have no negative impact on our assessment of your application and in our decision-making process.

Additional help on submitting your application on the portal can be found in this guide [How to submit a job application with Deputy Hire](#)

If you have any issues sending your application please email us at jobs@traverse.co.uk as soon as possible.

Should you require to make your application in an alternative format please contact us as soon as possible on 0131 228 3223 or by email to jobs@traverse.co.uk and we will make every effort to meet any reasonable request.

Please note all applicants must be able to provide documentary evidence of their eligibility to work in the UK and be in possession of any necessary work permit and/or visa.

Applications should arrive no later than **12 noon on Monday 13 May 2024**. Please note that late applications will not be accepted.

THE SELECTION PROCESS

The panel will interview those applicants who appear, from the information available, to be the most suitable in terms of skills, qualifications and experience. It is essential that you give full details in each of the sections of the application form and provide evidence of how you meet the particular experience and qualities sought.

The Traverse will guarantee an interview to any applicant with a disability and who meets the minimum person specification criteria. Should you wish to be considered under these conditions please indicate this in the recruitment portal.

INTERVIEWS

Interviews will be held at the Traverse Theatre in the week commencing 20 May 2024.

We expect to receive a high volume of applications for this post and regret we will be unable to respond to everyone individually. Therefore, if you have not heard from us by 20 May 2024 you should assume that your application has been unsuccessful.

With best wishes



Pauleen Rafferty
Payroll & HR Manager



Sales & Welcome Team Assistant (temporary)

Person Specification

This is a profile of the skills and aptitudes required for the post. It lists the criteria that will be used in shortlisting and selecting candidates objectively and ensures transparency in the decision-making process. The ideal candidate will be able to demonstrate these in both their application and at interview.

Qualifications

No formal qualifications are necessary. Training will be provided as part of the onboarding process.

Experience/Competency	Essential	Desirable
Basic cash-handling experience	✓	
Good computer literacy	✓	
Experience of working with a ticketing system (Spektrix or other current system)		✓

Skills and Abilities	Essential	Desirable
Strong customer service skills with good face-to-face communication	✓	
Ability to problem-solve	✓	
Ability to prioritise responsibilities	✓	
Ability to work on own initiative	✓	
Excellent organisational skills	✓	

Other	Essential	Desirable
Flexibility to work in a dynamic and fast-paced environment including evening and weekend shifts	✓	
Proactive and positive approach to getting things done	✓	
Ability to stay calm and work well under pressure	✓	
A genuine passion for theatre, the arts and live events	✓	
Understanding of the importance of inclusion and diversity in the workplace	✓	
Understanding of the importance of working in an environmentally sustainable manner	✓	

Some Terms and Conditions:

- This is a temporary post for the Edinburgh Fringe Festival period and will begin in the week commencing 22 July 2024 and ends on 25 August 2024.
- Rate of pay £12.00 per hour
- There are no guaranteed hours, however we expect to be able to offer the following:
 - 22-28 July – 12-15 hours per week
 - 29 July – 25 August – approximately 25-30 hours per week

Hours will be flexible to allow you to carry out your duties and are likely to include evenings and weekends.

- Annual leave entitlement is equivalent to 32 days per complete year, including public holidays and will be calculated pro rata.
- There is a contributory auto-enrolment pension scheme available with matched contributions at 4%.

Additional

- The closing date for applications is **12 noon on Monday 13 May 2024.**
- If invited for interview the Traverse is not normally able to reimburse travel expenses.
- Applicants must be eligible to work in the UK and be able to produce documentary evidence of eligibility before the first day of employment.
- Applicants must be available for interview at the Traverse Theatre, 10 Cambridge Street, Edinburgh **in the week commencing 20 May 2024.**
- We experience a high volume of applications and are unable to respond to all of these. If you do not hear back from us by 20 May 2024 date unfortunately your application has been unsuccessful.
- The Traverse is an accredited Real Living Wage employer and aims to be an equal opportunities employer.

JOB DESCRIPTION

Post Title: Sales and Welcome Team Assistant (temporary)

Responsible to: Ticketing and Data Manager

Responsible for: n/a

Key Purpose: To assist and support the Ticketing and Data Manager and the Sales and Welcome Team in the provision of ticketing, audience development initiatives and merchandise sales for the Traverse Theatre.

Main Duties: The following list is typical of the level of duties which the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar type and level may be required.

- Processing face-to-face, telephone and internet sales and reservations of tickets, merchandise and donations.
- Operating the computerised Box Office system, ensuring data input accuracy.
- Being the first point of contact for general enquiries from the public, visiting companies, contractors and deliveries.
- Anticipating specific access requirements of audience members and communicating this clearly to relevant parties.
- Providing ad-hoc customer and sales information as required by other departments.
- Complying with Box Office procedures for reporting all daily takings and being responsible for end-of-day cash up on individual terminals.
- Ensuring stock is well presented and displayed at all times.
- Assisting in keeping the box office tidy and well presented.
- Maintaining the security of the Box Office during operational hours according to the theatre's requirements.
- Adhering to and upholding the Traverse's Data Protection policy and procedures.
- Undertake Training as appropriate and as agreed with Line Manager.
- Any other duties as agreed with Line Manager.
- To adhere to and promote the Equality and Diversity Policy as set out by the organisation.
- To ensure that all services delivered through the Traverse operate within a Health & Safety framework.



FOR OFFICE USE:

REF: SWTFEST24

APP NO.

PART A: PERSONAL INFORMATION

Application for the post of:

Sales & Welcome Team Assistant (temporary)

1. Personal Details

Surname:	
Forename(s): (indicate the name you wish to be known by)	
Permanent Home Address including postcode:	
Contact phone number:	
Personal contact email address (to be used for purposes of this recruitment):	

2. Conditions

Only applications which contain all the requested information, will be considered. **Information in support of your application will not be accepted after the closing date for receipt of applications.**

Before you submit your application, please ensure that you are eligible for this post by referring to the job description and person specification as well as any additional information for applicants. If you are successful at interview, a complete enquiry of your eligibility will be made. If you are uncertain about any aspect of your eligibility, please contact us.

A candidate found to have given false information or wilfully to have suppressed any material fact will be liable to either disqualification or, if appointed, to dismissal.

Late applications will not be accepted.

3. Declaration

The information given in Parts A and B of this application and on the Deputy Hire portal is complete and correct to the best of my knowledge. Under the terms of the Data Protection Act 1998, I agree that the information given in this application may be processed to provide management information for recruitment and equality & diversity monitoring purposes. This information will not be retained longer than it is needed, and recruitment records are normally disposed of after one year. Applicants will have the right of access to any information held about them.

Signed _____ Date _____

If your application is submitted electronically we will require you to sign this form if invited to interview.

Please upload your completed application form on our recruitment portal [here](#)

If you have any issues sending your application please email us at jobs@traverse.co.uk as soon as possible.

The information given in this application will be used strictly for the purposes of recruitment of stated post; communicating with candidates regarding this recruitment; taking up references; and the processing of payroll, pension, tax and national insurance; and contractual obligations of successful candidates. Where appropriate, some information provided by successful candidates may be securely retained on their personnel file as necessary and securely destroyed at the appropriate time in accordance with our Data Protection Policy.



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PART B: SKILLS AND KNOWLEDGE

Application for the post of:

Sales & Welcome Team Assistant (temporary)

1. Educational Qualifications

To the extent that you consider that education qualifications are relevant to the post, please complete this section.

Subject	Level e.g. Standard/ Higher	Result

2. University or further education

If you have attended university or college, please provide details as follows:

University or College	Details of qualifications (including title and type of degree, diploma or certificate	Class & Division (if applicable)	Main Subjects

Post-graduate qualifications	University or College	Details of qualification	Main Subjects

3. Current Employment

Are you currently employed? Please answer YES or NO	
Name of Current Employer/Contractor	
Address of Current Employer/Contractor	
Date Started	
Employed/contracted as:	
Current Salary/Fee	
Why do you wish to leave?	

Employers'/Contractors' References

Please note that employers' or contractors' references covering the last 5 years will be required if we are considering you for an appointment following your interview.

	Please indicate YES or NO	Yes	No
If invited to interview, may we ask your current employer/contractor for a reference?			
May we approach your previous employers/contractors for a reference if we are considering you for an appointment?			
May we approach your current employer/contractor for a reference if we have made a conditional offer of employment?			

Reference details of Current Employer or Contractor (if Freelance)

Name of employer/contractor	Postal address	Email contact	Phone contact

Reference details of Previous Employer or Contractor (if Freelance)			
Name of employer/ contractor	Postal address	Email contact	Phone contact

Please give the name, address and telephone number of an additional referee who need not be a current or former employer/contractor:			
Name & capacity this person knows you	Postal address	Email contact	Phone contact

To the extent that you consider it relevant to the post, detail your previous employment, including self-employment and freelance work, **starting with the most recent.**

Name, Address & Phone No. of Employer/Contractor	Job Title and Main Duties/Freelance contract details	Length of time in Post	Reason for leaving

4. SKILLS & KNOWLEDGE

Please study the **Job Description and Person Specification**. Use this space to demonstrate that you have the skills and knowledge we have asked for. You may also use this space to include any other information which may be relevant to your application.