

TRICYCLE THEATRE CO LTD  
Trading as  
**THE TRICYCLE**

**ABOUT THE TRICYCLE**

***Mission Statement:***

**To be a successful and accessible Theatre, Cinema and Art Gallery, providing high quality artistic work and supporting educational programmes, that both attract and reflect the culturally diverse local community, and are socially inclusive.**

***Theatre:*** seats 240, presenting both Tricycle and visiting productions for runs usually four to six weeks and children's shows on Saturdays from September to June, plus schools performances and occasional Sunday shows. There is also a Rehearsal Room for in-house productions and outside hire.

***Cinema:*** Seats 290, showing independent, European and American films, changeover each Friday, plus a Saturday Family film slot, Thursday and Friday Matinees, Weekend World films, student films, film festivals and occasional Charity Premieres.

***Art Gallery & Paint Box:*** In the Gallery exhibitions by artists who are either recent graduates of art school, local or representative of the diverse cultural nature of the community of Brent are shown for five to six weeks, chosen by the Selection Committee. The *Paint Box* is run by the Artist in Residence offering tuition in painting and drawing, mainly for young people, in formal classes and as a drop in facility.

***Education Programme:*** Linking all three art forms in a programme of workshops, outreach and training projects, which take place in the *James Baldwin Studio*, the *Paint Box*, and the *August Wilson Creative Space*, working with children and young people aged 18 months to 26 years.

The attractive, welcoming and accessible building also offers a **Bar & Café**, and is open 52 weeks a year, 7 days a week.

## **JOB DESCRIPTION**

### **BOX OFFICE ASSISTANT**

The Box Office team comprises the Box Office Manager, the Box Office Assistant Manager, two Box Office Supervisors and a pool of approximately six Box Office Assistants.

Box Office Assistants report to the Box Office Manager/Assistant Manager on a shift-to-shift basis. They may also have to report in certain circumstances to Duty House Managers.

#### **MAIN DUTIES and RESPONSIBILITIES include:**

- Serving customers both over the phone and in person for tickets for the cinema or theatre.
- Providing information on all current shows, films, workshops and memberships, the prices of all these and other possible events taking place at the Tricycle.
- The main priority of the Box Office Assistant is to provide a high and professional standard of customer care that reflects the mission statement of the Tricycle; this is especially important as they are the first point of contact for the public and must act as a reception for visitors to the building.
- It may also be necessary to assist the marketing department with their mail-outs of special offers etc.
- To abide by and contribute to the Equal Opportunities Policy at The Tricycle.
- To be aware of the fire evacuation and Health & Safety requirements and report any problems to the Duty Manager.
- To attend Box Office staff meetings wherever necessary.

## **TERMS & CONDITIONS**

**Hours:** Based on nil hours contract, but normally a minimum of 2 shifts per week. There are four main shift patterns 9.45 – 5.45, 11.00 – 7.00, 1.30 – 9.30, and 5.30 – 9.30. When the theatre/cinema is quiet we will require less staff and therefore some shifts may have to be removed from the rota.

**Hourly Rate** £6.92 per hour

**Extra Payments For Overtime:** Bank Holidays double time.

**Holiday:** Four weeks paid holiday per year based on average of the hours worked the previous 13 weeks.

**Trial Period:** One month, during which the notice period will be one week.

**Notice:** One week from either Party after successful completion of trial period.

**Pension:** The Tricycle's Stakeholder Pension Scheme Provider is Norwich Union.

Subject to minor alterations.