

CHRISTMAS MARKET & ICE RINK

Job Description

Ticket Office Supervisor

Location	Winchester Cathedral Close
Period of Employment	3 rd November 2008 – 4 th January 2009 inclusive (+ prior training)
Expected weekly hours	20-25 hours + cover as required
Working times	Rota between 09.00 – 21.30, Monday – Sunday inclusive
Rate of Pay	£7.50 per hour

The first Winchester Cathedral Christmas Market was held in December 2006 and January 2007, with over 200,000 visiting for one reason another during the five week period of its operation. Over the same period in 2007/8 the Cathedral, in association with Cousins' Entertainment and Winchester City Council, it is intended to operate a longer and larger Christmas market alongside an Ice Rink with greater skating capacity, building upon the strengths of the previous year's successes.

Ticket Office supervisors will oversee the day-to-day running of a vibrant ticket office, opening up and cashing up, managing sales assistants and the flow of customers, deploying staff to respond to sales and enquiries through the various means of communication, and liaising with the Ice Rink staff at all times.

At most times the Ticket Office will be run by a supervisor and two assistant staff, who will rotate between window sales, telephone sales and other activities, as deployed by the supervisor on duty. There will also be some requirements to administer any tickets purchased on-line on an ongoing basis. Winchester Cathedral Box Office has recently purchased a new computerised ticketing system, including an on-line purchasing facility.

Supervisors will have the capacity to call one of the Cathedral's administrative team at any time for assistance.

Duties

1. Supervise and deploy sales assistant staff during the period of opening.
2. Open and close the ticket office at the beginning and end of day, as required, including initial and final cashing up, reporting and 'banking' of monies.
3. Respond to the volume of remote and personal enquirers by deploying staff appropriately between sale and collection of tickets, managing queues at the ticket office.
4. Answering the range of enquiries and ensuring consistency of information from other staff.
5. Liaising with the Ice Rink staff over pre-booked numbers, unexpected skaters, and other problems.

6. Although not generally weather-dependant, a skating session is occasionally cancelled by the rink staff, in which case refunds or alternative sessions must be made available. The supervisor will be responsible, with the person on call, for managing this process effectively, whilst maintaining the flow of sales to those who are able to skate.
7. Managing complaints for whatever reasons, ensuring they are adequately recorded and either dealt with immediately or passed on for subsequent consideration.
8. Ensuring the general tidiness and efficiency of the ticket office environment at all times.

Interviews, Selection and Training

Although only a temporary post, the responsible nature of the position means that we will be operating a formal recruitment process.

1. The closing date for applications is 24th September
2. Those called to interview will be notified w/c 24th September
3. Interviews will be held w/c 1st October with successful candidates notified by 5th October.
4. Successful candidates will be required to attend 2 x 3 hour training sessions in the period 8th – 29th October and a further 3 hour session between 1st and 19th November, when the Ticket Office opens. All of which will be paid at the hourly rate.

Terms and Conditions of Employment

All Ticket Office staff will be employed by Winchester Cathedral Enterprises Ltd., the Cathedral's commercial arm. Terms and Conditions will be supplied upon successful application or in advance on request.

Payment will be made through the Winchester Cathedral PAYE system, on a monthly basis, unless otherwise agreed.

Contact for further information:

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