

COMPANY SUPPORT ASSISTANT

Theatr Clwyd

Job Description

Family: Company Support

Responsible for: N/A

Reports to: Company Support Manager

Job Purpose

To help deliver the internal administration processes that keep Theatr Clwyd running. The role will focus around dealing with enquiries from the public as well as providing general administrative support to the wider company

Key responsibilities

General

- To monitor shared email inboxes, replying to, or forwarding enquiries in a timely manor
- To be fully conversant with the functionality and usage of the current ticketing system, Microsoft Office and the operation of the telephone system in order to complete ticket sales and enquiries
- To have a knowledge of all shows and events taking place in Theatr Clwyd and to be able to provide relevant and up-to date information to patrons on request.
- To ensure all customers are encouraged to donate to the company's fundraising and development activities.
- To monitor the website live chat function replying to, or forwarding enquiries in a timely manor
- To be the initial point of contact for Events and Conference enquiries ensuring information is collated and passed to the Events Manager
- To be the point of contact for Theatr Clwyd Music and Creative Engagement workshops and lessons; providing the relevant information and recording the enquiries
- Support all teams across Theatr Clwyd as required and as instructed by the Company Support Manager or Company Support Supervisor This may be for short term projects, temporary workstreams or to provide support at peak times
- Ensure all administration is delivered to a high quality and upholds Theatr Clwyd's mission statement
- Undertake any other duties as reasonably required by the Company Support Manager

Person Specification

Essential

- Experience of supporting a team or working as an assistant
- Good organisational skills
- Excellent IT skills
- Good time management and the ability to prioritise workload
- Friendly and approachable, with a readiness to get to know and work with the whole company
- Demonstrate a passion for working in an arts environment
- Proven excellence in customer relations skills with a demonstrable understanding of best practice
- An understanding of and commitment to diversity and inclusion
- Enthusiastic team worker with excellent interpersonal skills
- Ability to use initiative and prioritise tasks
- Ability to work well under pressure
- A flexible approach to working hours to meet the needs of the service, including working evenings, weekends and bank holidays

Desirable

- Knowledge and interest in the arts, or a desire to learn more about them
- Full driving licence
- Excellent verbal and written communication skills in both English and Welsh
- Working knowledge of computerised ticketing systems
- Commercial awareness
- Knowledge of theatre, dance and other art forms within the UK generally and Wales specifically
- An understanding of audience development and marketing
- Strong sales and audience development focus