



BOX OFFICE ASSOCIATE

Mr. Tippy's Down the Hatch! | Job Description

Department:	Operations
Responsible to:	Duty Manager
Salary:	£12 per hour
Employment:	Both part-time contracts & casual contracts are available, please state your preference in your application. All box office associates will be employed by the company and paid PAYE.
Location:	One America Square, Tower Hill, London EC3N 2LS

About Mr. Tippy's Down the Hatch!

Mr. Tippy's Down the Hatch! is a first-of-its-kind immersive drinking experience and bar opening in Tower Hill, London in August 2021. Ticket-buyers are invited on a tippy tour 'round the world that mixes party spirit with – you guessed it – other spirits! Participants sip their way through multiple themed rooms: Oktoberfest, Wild West saloon, polar ice bar, a warm sandy beach, and more.

Our truly unique holiday bar is open to the public Wednesday to Sunday, operating late hours on Friday and Saturday, welcoming guests to celebrate all the celebrations they missed in lockdown, all in one room.

Our Ethos

Mr. Tippy's Show UK Ltd are dedicated to creating a pleasant, rewarding workplace with positive interactions. We desire to create an atmosphere full of joy, laughter, and happiness.

We are: welcoming; caring; accountable; trusting; creative, and fun.

About The Role

Mr. Tippy's Show UK Ltd is seeking enthusiastic Box Office Associates to maintain the highest standards of customer care at our venue in Tower Hill, London. You will act as an exceptional ambassador for the attraction, selling, refunding, and managing ticket stock, offering exceptional levels of customer care, and assisting the management with collating ticketing reports and other data analysis tools.



Key Responsibilities

- Maintain the highest possible levels of customer care, being a professional, friendly and welcoming voice of the venue and ensuring the best audience experience on the phone, over email, and in the venue.
- Demonstrate empathy for customer's needs, engaging with them enthusiastically and efficiently.
- Ensure the efficient and effective operation of the box office day-to-day.
- Ensure all box office team members act in accordance with policy, procedure, marketing strategy and good practice.
- Actively promote the sale of tickets and merchandise to customers, proactively offering upsells whenever reasonable.
- Actively negotiate specialty packages and group sales.
- Actively promote the production and venue.
- Ensure the box office is clean and well presented at all times.

Personal Specification

Essential

- Experience in a box office role.
- Experience of ticketing software.
- Motivated team-player with excellent interpersonal skills.
- Ability to work effectively in collaboration with other team members as well as own initiative.
- Exceptional customer service skills.
- Innovative salesperson.
- Excellent diplomacy, able to address the unique needs of a wide range of customers.
- Able to manage difficult and fast-changing situations in a busy venue.
- Calm and pro-active under pressure.

Desirable

- Passion for live entertainment
- Experience using Lightspeed
- Experience of using G-Suite
- Experience of operating POS software
- Experience of operating a ticketing CRM (SEE Tickets)



Application Procedure

Applications should be made by submitting a CV of no more than two sides of A4 that shows evidence of your suitability to fulfil the role to jobs@downthehatchshow.co.uk. You should also complete and submit [the five questions available here](#).

Applications are rolling. If we are interested in hiring you we will first set up a brief telephone call with a member of the Topsy Team, before – all being well – inviting you for an in-person interview in our venue.

Equal Opportunities

We celebrate inclusion and are committed to workplace diversity. We do not discriminate against race, gender, sexual orientation, age, physical ability or any other articles of identity in our hiring practices. We actively encourage people of all backgrounds to apply for any open position. We don't ask our applicants to disclose prior convictions at application stage to ensure we work to the [Fair Chance Recruitment Principles](#).

All employment decisions are based on qualifications, merit, and business need.

Appointments

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK.