

Box Office Supervisor Application Pack





Welcome from Alexander Ferris Chief Executive & Creative Director

Hello

Thank you for your interest in ARC Stockton and for taking the time to look at this application pack. We hope it contains all the information you need to help you decide to apply.

ARC is such a warm, welcoming and dynamic place to work. As well as our weekly diverse programme of music, theatre, dance, comedy, visual art and spoken word, we are also home to Teesside's only independent cinema. Core to who we are as a venue is our commitment to our local community and artists who visit in their hundreds every week. We aim to be a creative hub that connects people and ideas and we have got some really exciting plans for the future.

It is a special time to be in the North East and Teesside in particular. Creativity and culture are included as key components of the growth strategies for the region and ARC has a vital leading role to play in supporting and developing the sector through its activities including the running of networks such as Tees Valley New Creatives and Tees Valley Creates: The Freelancers Network. We also have a national platform through our touring work and wider networks, such as Venues North.

We offer a flexible and supportive working environment and we are always keen to bring people with different experiences and backgrounds into the team. We are consistently working to inclusive and anti-racist objectives. We want to support all staff to fulfill their potential and enjoy a happy and healthy workplace.

If you would like to speak to a member of our friendly team then get in touch on recruitment@arconline.co.uk and we'll arrange a time for an informal chat.

We hope you decide to join us.

A handwritten signature in black ink, appearing to read 'Alex Ferris'.

Alexander Ferris
Chief Executive & Creative Director



About ARC

ARC is a charity that uses arts and cultural activity to support our local community.

We work locally, in Stockton and the Tees Valley, and nationally, through our leadership of networks and partnerships.

We have events and activities going on all year round for everyone. These include live performances, film screenings, workshops and classes. We are particularly keen that people who might feel that the arts isn't for them are able to take part.

Our work brings people together so we can all better understand and enjoy the world and experience new ideas.

We invite lots of different artists to spend time creating new work at ARC, working with local people, to make sure that what we present is relevant to Stockton.

We want to make a positive difference to our local community. We are always interested in working with new people.



Activity at ARC



During 2023/24, ARC presented 116 professional performances, 36 community performances, 440 film screenings and live broadcasts, as well as delivering more than 937 workshops and classes. Audience figures exceeded 54,000, with c10,000 attendances at creative arts activities.

ARC supports artists to develop new theatre, dance and multidisciplinary performance works, presents high profile comedians and musicians, produces national tours of works created by associate artists and organisations, and is home to resident learning disabled theatre company Full Circle.

ARC's family offer includes the commissioning and programming of new performance work for 3-7 year olds throughout the year as well as a Christmas show for this age range.

ARC works with multiple strategic partners to deliver a diverse and high quality creative engagement programme and ARC's community-led programme makes an important contribution to the overall life of ARC. During 2023/24 we supported more than 40 community performances, featuring more than 1,000 young people performing and attracting audiences of c12,600. ARC's gallery programmes exhibitions that reflect the local community, while the cinema programming includes art-house, family and mainstream screenings.

ARCADE, ARC's performance artist network, consists of c100 active members from across the North of England. During 23/24 artists benefited from 2,400 hours of free space for R&D and rehearsals, and 150+ one-to-one surgery sessions. We continued to deliver Tees Valley New Creatives, a career starting programme of free support to help people completing further and higher education creative courses secure employment in the cultural industries and unlock new opportunities in their fields.



Our Building



Spread over 5 floors, ARC is home to some of the most accessible and adaptable spaces in the region. Our building includes The Point, which is a 550 capacity flexible entertainment space regularly used for comedy and music, a 246 seat theatre, a 97 seat studio theatre, and a 131 seat digitally equipped cinema. In addition, there is a 100 square metre dance studio, a versatile workshop space, and an accessible gallery.

Alongside these spaces, we also have a bar and cafe area, as well as informal seating spaces that are regularly used by community groups, families and individuals. ARC's set up is flexible, and alongside our regular artistic programming and creative learning activity, our spaces can be adapted to host any type of function, from corporate hospitality to conferences, exhibitions and private screenings.

Our Staff



ARC has 66 employees, 14 of these work on a full time basis, 18 part time and 30 work on flexible contracts. We also work with 10 volunteers on a regular basis. ARC has 9 Trustees.

Turnover and Finance

Our annual turnover in 2023/24 was £2.2m. We currently receive £370,000 annually from Arts Council England as a National Portfolio Organisation and £161,000 from Stockton Borough Council. We secure additional income from a diverse range of sources including trusts and foundations, donations, as well as generating earned income.

Vision

We believe the world is a better place when people understand each other.

We recognise that the world is dominated by the stories, views and ideas of a very small group of people. ARC uses arts and cultural activity to support different people to share their stories and ensure they are heard.

This creates better connections across communities which support people to raise their aspirations, achieve their potential and enhance their experience of the world.



Mission

ARC is an organisation working from its venue to enhance the wellbeing of the whole community of Stockton and the Tees Valley, through arts and creative activity, through widening opportunities to experience and participate in the arts, and through partnership with other organisations.





Aims

1. To make an important contribution to the social and economic regeneration of Stockton and the Tees Valley
2. To present an outstanding creative programme that is contemporary and relevant to our communities
3. To increase the number and range of people engaging with ARC
4. To support and develop artists and creative practitioners to create excellent work relevant to our communities
5. To support and develop a cultural workforce to support our ambitions
6. To realise the creative potential of our local communities
7. To increase our financial and organisational resilience and ability to adapt to economic, environmental and societal change
8. To act as a catalyst for partnership and collaboration between public, private and voluntary sector organisations
9. To act as a national and international leader in organisational sustainability, sector development, artistic practice and social impact

About Stockton

Stockton-on-Tees is a historic market town situated in the centre of the Tees Valley in the North East of England.

The Borough of Stockton-on-Tees includes the towns of Stockton, Norton, Billingham, Ingleby Barwick, Thornaby, and Yarm, all with their own individual identities, with plenty of opportunities to shop with independent retailers.

A thriving cultural hub, Stockton Town Centre is home to a wide range of venues with a varied offering year round, as well as annual events such as SIRF (Stockton International Riverside Festival) and Stockton Calling a 2000+ capacity multi-venue music festival.

Access to a whole range of other cultural activities is also within easy reach of the town with countless venues, attractions, festivals and events across the Tees Valley and the surrounding areas. Everything from galleries and museums to theatres and other performance spaces are just on the doorstep.

The Borough and wider Tees Valley are home to a huge selection of places to eat and drink, with award-winning restaurants, cafés, cocktail bars, and micro-pubs.

The town features access to a wide range of leisure facilities, including parks, libraries, swimming pools, gyms, Tees Barrage International White Water Centre and more.

Stockton is within easy travelling distance of some of the country's best coastline with towns like Saltburn, Seaton Carew, and Seaham all within a 45 minute drive and easily accessible by public transport. The town also boasts easy access to some of the best countryside locations with North York Moors National Park, The Pennines, and The Cleveland Way all close by.

The average accommodation rental price in Stockton is £624 a month, and the average property price over the last year was £168,000. There are a number of outstanding primary schools and secondary schools within the Borough.



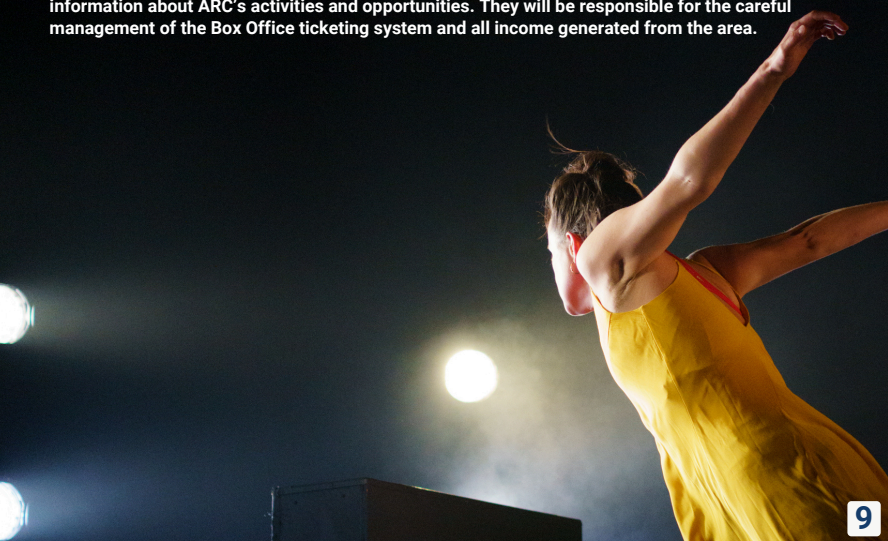
Job Description

Job Title:	Box Office Supervisor
Contract Type:	Permanent
Salary:	£23,223.20 per annum
Hours:	35 hours per week
Holiday Entitlement:	28 days per annum, including bank holidays, pro rata
Based at:	ARC, Stockton Arts Centre
Reporting to:	Customer Services Manager

The Box Office Supervisor plays a key role in communication between ARC, its customers and visitors. They are responsible for delivering an effective sales and customer service department. The Box Office Supervisor is required to lead the Box Office team in all aspects of customer care, ensuring sales are maximised across the venue and proactively promote all aspects of the organisation.

With support from the Customer Services Manager, they will develop and lead sales campaigns to meet associated targets. The Box Office Supervisor will be responsible for setting standards across the department and acting in a supervisory role to ensure that all members of the team achieve the required standards.

They will be the first point of contact for all visitors, selling tickets and providing up to date information about ARC's activities and opportunities. They will be responsible for the careful management of the Box Office ticketing system and all income generated from the area.



Key Duties

1. To deliver fast, efficient ticket sales via ARC's Box Office system to all customers. Processing ticket sales and reservations for customers via telephone, online and email, ensuring the correct procedures are followed at all times.
2. To line manage other members of the department, including recruitment, training, ongoing management and motivation to ensure targets are met.
3. To ensure that all customers receive the highest standard of customer service and that all members of the team achieve these standards.
4. To manage the Box Office rota, ensuring suitable cover at all times while working within allocated budgets.
5. To maintain the Box Office IT system (Spektrix) to the highest standards by loading events, managing all aspects of ticketing, customer records and new developments.
6. To support the marketing department with the implementation of sales, marketing and fundraising campaigns, including telephone campaigns and customer research
7. To support the development of new initiatives that aim to maximise income for the organisation through up selling and raising awareness of other products or services offered by ARC. This may include the sale of merchandise, art work, catering, donations and any other additional services that may be of interest to our customers.
8. To assist with the sale of ARC's Box Office agency capabilities to external organisations and ensuring that these relationships are managed to the highest levels.
9. To deal with general enquiries about ARC and its facilities, and to pass customers on to other members of staff as necessary.
10. To be responsible for monies taken via the Box Office, ensuring that the finance team are supported with accurate reporting mechanisms.
11. To report immediately to the Customer Services Manager any customer problems or disputes, financial discrepancies or other significant matters in line with ARC's policies and to help resolve these.
12. To maintain a tidy and efficient Box Office at all times.
13. To undertake training as required by ARC.
14. To be a full team member within the department and contribute to the life of the organisation.
15. To read and work within ARC's policies and procedures, including the Staff Handbook, Safeguarding Policy, Health and Safety Policy, Equality Policy and General Data Protection Regulation.
16. To undertake any other duties as may be required as part of this role.

Person Specification



Essential

1. Experience using Spektrix or a similar ticketing or Customer Relationship Management system
2. Excellent IT skills including use of Microsoft Outlook, Word and Excel
3. Able to deliver high standards of customer service, and confidently communicate with people of all ages and backgrounds
4. Enjoys a busy working environment and is able to cope under pressure whilst maintaining good interpersonal skills
5. Able to work unsupervised and as part of a team
6. Highly motivated with passion for delivering a positive customer experience and driving income
7. Excellent organisational skills, with the ability to prioritise and meet deadlines
8. Flexible about working hours to accommodate six day operation and varied hours
10. Confident communicating verbally with people of all ages and backgrounds.

Desirable

1. Experience of supervising or managing people, in any setting
2. Previous experience in a reception or box office role
3. Previous experience of making sales calls or direct customer sales



Working at ARC

ARC is a fantastic place to work, but you don't have to take our word for it. You can hear some of our staff talking about working here in these [short videos](#).

We offer a flexible and supportive working environment, value experience as well as skills and qualifications and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

For office-based jobs, we operate a flexi-time scheme where staff are expected to be in the office between the core hours of 10am-4pm, but can choose when to work their remaining hours.

ARC's Working From Home Policy allows staff whose jobs can be carried out effectively from home to work up to 20% of their hours remotely.





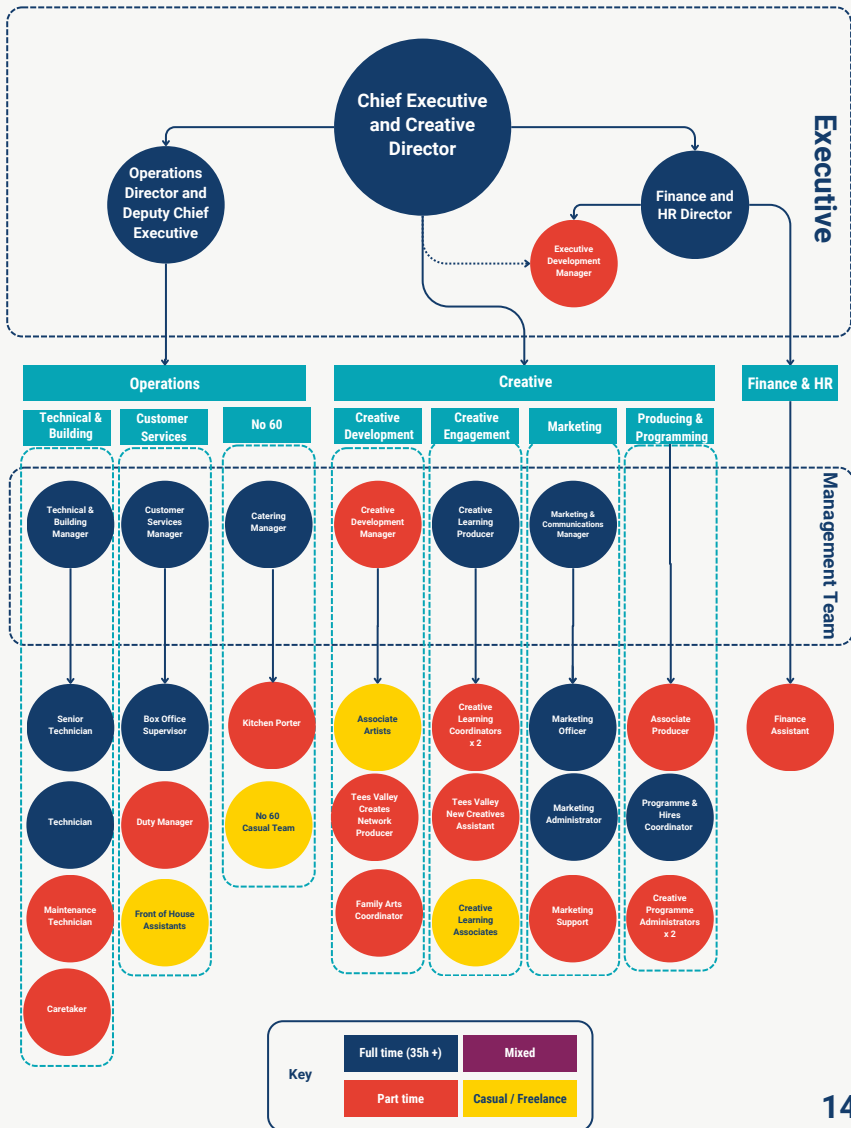
What to expect if you come and work at ARC

All staff employed at ARC receive:

- An annual performance review
- Annual leave and sick pay in line with the terms of your contract
- Salary payments direct to your bank account on 25th of each month
- Free tickets to films and shows at ARC
- A 20% discount on food at No 60, ARC's café bar
- Annual health and safety, safeguarding and equality training
- Access to a Cycle to Work scheme (<https://www.cyclescheme.co.uk/>)
- An option to join ARC's pension scheme (<https://www.nestpensions.org.uk/schemeweb/nest.html>) – this offers you the chance to save for the future by paying in 5% of your salary, matched by 3% paid by ARC
- Where required, relocation expenses will be available to support the successful candidate relocate to Stockton-on-Tees



ARC Staffing Structure





How to apply

If you would like to apply for the job, please complete an application form which you can [click here to download](#)

The form asks for some standard information about your education and work experience, as well as a statement about why you are interested in the role and how your skills and experience would help you undertake the duties outlined in the job description. Please draw on personal and voluntary experience as well as work experience – many of the skills we are looking for are gained through our family and social lives, not just in professional settings.

Please don't forget to tell us why you want this job. We are looking for people who are passionate and motivated so it really helps to understand what aspects of the job you are interested and excited about.

As part of the form it will ask you to fill out an Equality Monitoring survey – please make sure you do this as well.

Once completed, please send your application form to recruitment@arconline.co.uk by the deadline below.



The deadline for applications is 10am on Monday 10 March 2025

We will acknowledge safe receipt of your application by email.

First stage interviews will provisionally be held on Tuesday 18 March 2025.

Interviews will be held in person at ARC.

Please let us know when you send your application if you would not be able to attend an interview on these dates.

Unsuccessful applicants will be notified by Tuesday 4 April 2025.

Access requirements

If you have any access requirements in terms of submitting an application or attending an interview, please let us know. We aim to meet everyone's access requirements.

If you need to submit your application in a different format (eg. as a video or audio file or as a hard copy), please let us know in advance so we can look out for it.



Data Protection

We are required to have a Candidate Privacy Policy to allow us to inform potential candidates of how ARC will collect, store and process their personal data submitted as part of the application process.

ARC will collect, store and process all data submitted as part of the recruitment process for this post in accordance with its responsibilities as the data controller as defined by the General Data Protection Regulation (GDPR).

The length of time that ARC retains submitted applications will depend on which stage of the recruitment process the candidate reaches.

- For candidates who are unsuccessful at the first stage ARC will retain submitted applications for the duration of the recruitment period of the named post.
- For candidates who attend an interview but are unsuccessful at this stage ARC will retain applications for a period of six months from the date that the candidate is informed that they have been unsuccessful.
- For successful candidates ARC will retain applications as part of their HR record in accordance with the terms set out in ARC's staff privacy policy.

ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR in order to be able to demonstrate that it operates a fair and transparent recruitment process in the event that a dispute arises.

ARC will retain submitted equality and diversity monitoring information indefinitely. This data is held as part of an anonymous record which ARC uses to monitor equality and diversity information about applications for advertised vacancies on a regular basis. ARC collects and stores this information on the basis of legitimate interest as defined by the GDPR.

Candidates can object to ARC's processing of their data at any time. If you would like to submit an objection please contact recruitment@arconline.co.uk. ARC will respond to all objection requests within one calendar month as required by the GDPR.

Selection Process



Shortlisting

Once the application deadline has passed, all applications will be read by a recruitment panel which typically consists of three people - the line manager for the role and two colleagues, although sometimes external advisors are involved.

Applications are considered alongside the person specification, with those that demonstrate the best fit in terms of skills, experience and motivations for applying selected for interview.

Interviews

Interviews are generally held in person at ARC. You will be given details in advance, including the areas that will be covered in the interview and any examples we might ask for. In addition to the interview, you will usually be invited to have a tour of the building, to do a practical or written task (depending on the nature of the job) and then to meet with the interview panel for 30-45mins. All candidates are asked the same set of questions. You will be given the opportunity to ask questions during the interview, although please don't feel that you have to. You will be welcome to refer to notes throughout the interview if helpful. The purpose of the interview is for us to get to know you, and vice versa so we always see it as a two-way process – it is an opportunity for you to decide whether working at ARC is right for you as well as for us to see whether you would be a good fit for the job.

Informing you of our decision

We generally let people know the outcome of the process by email as soon after the interview as possible but usually within a week.