



Hillingdon Theatres
Great value, local entertainment



Theatre Volunteer Role Profile: **Box Office**

Open to those aged 18+

Hillingdon Theatres' Box Office sells tickets for events online, over the telephone and in person. Volunteers for Hillingdon Theatres' Box Office help those wanting to book tickets over the telephone and in-person, over the counter and provide visitors to the borough's community theatres with a warm welcome.

Hillingdon Theatres' Box Office counter and telephone line opens Tue to Fri, with shifts from 12pm until 2.30pm, 2.30pm until 5pm, or 12pm until 5pm, and on Saturdays from 10am until 1pm. The Box Office counter is also opened an hour before the start of any show, for which tickets are sold via Hillingdon Box Office, and closes 15 minutes after the show has started.

Once trained, Hillingdon Theatres' Box Office Volunteers operate the Council's computerised ticket booking system and telephone line and provide relevant information to audience members and the Front of House team, such as what time the show is expected to end and how many have booked in advance for an event. Box Office Volunteers are required to take all enquiries with a calm and friendly manner and learn how to redirect questions they themselves cannot answer.

To train, new Box Office volunteers will shadow experienced volunteers and staff on shifts and will be asked to complete the Council's Data Protection Policy Briefing. The time training depends on the volunteer's prior experience working with computers and how much time they have available for training.

Once trained, volunteers are required to either take a regular weekly shift during daytime opening, or to cover at least two show shifts per month. Box Office Volunteers choose the show shifts they want, from a list of those available, sent out weekly by email.

Hillingdon Theatres' Volunteers act as ambassadors for the borough's community theatres and the productions they house and, such may request two free tickets for most shows, subject to availability. Shows not included in that offer are those raising funds for either the Friends of Ickenham Hall or the Mayor of Hillingdon's chosen charities.

More information 01895 250615 boxoffice@hgfl.org.uk