



Kiln Theatre

Box Office Assistant

Job Information Pack

"A marvellous community reality...alive with challenge and promise." James Baldwin

Kiln Theatre is the creative and cultural hub of Kilburn in Brent, a uniquely diverse area of London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals - real human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

"Kiln Theatre has revitalised the cultural life of Brent and brings world-class theatre at an affordable price to people from all walks of life." **Zadie Smith**

Under Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of producing world-class work that reflects the richness of its local communities and the wider world.

Kiln Theatre has a 292-seat theatre alongside a 291-seat cinema auditorium, a bar and restaurant plus two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We believe that theatre can be for anyone. A neighbourhood venue shaping national conversation.



The Ministry of Lesbian Affairs designed by Anna Reid, *Two Strangers (Carry a Cake Across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *Coven* designed by Jasmine Swan.

"I wanted to say thank you for creating the most diverse theatre I have been to. In terms of race, culture, class, age, everything – not only in the selection of shows and actors, but in the audience."

Audience member

OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **Representative**. *We represent diverse voices on and off our stage - including different perspectives and experiences in our decision making.*

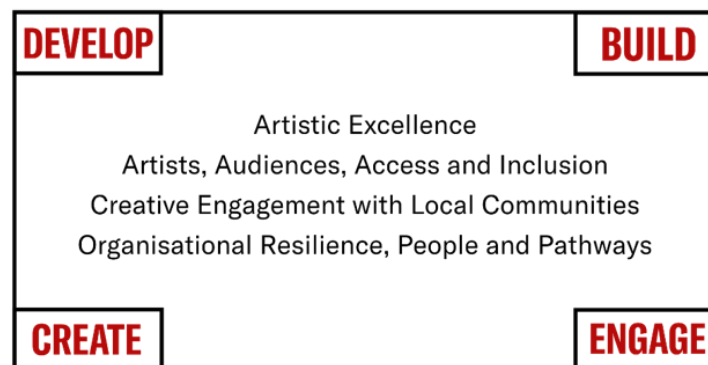
Kiln is **Open-hearted**. *We create together and build trust by being kind, empathetic and welcoming - acting with warmth and integrity.*

Kiln is **Enterprising**. *We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.*

Kiln is **Courageous**. *We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.*

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

OUR PRIORITIES



KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to Broadway after a record-breaking run at Kiln, the Olivier Award nominated *The Ministry of Lesbian Affairs* by Iman Qureshi, the sell-out *Please Please Me* by Tom Wright, the female-led *Coven* by Rebecca Brewer and Daisy Chute, which broke Kiln's all-time box office record, and *Driftwood* by Martina Laird, co-produced with the Royal Shakespeare Company.

CREATIVE ENGAGEMENT AT KILN

Our award-winning Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN CINEMA & EVENTS

Our 291-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. In our cinema auditorium we also host a year-round programme of talks, Q&A's, book launches and special events with some of the country's top artists, entrepreneurs, academics and writers.

FUNDING

Our annual turnover is approximately £4 million. Kiln Theatre receives funding from Arts Council England as a National Portfolio Organisation. Additional income comes from box office ticket sales and other commercial revenue streams, with a final sum generated through fundraising.

THE ROLE

Title:	Box Office Assistant
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Reports to:	Box Office & Ticketing Manager and Assistant Box Office Manager
Contract:	Casual Worker
Rate of Pay:	£14.80 per hour (minimum call 3.5 hours)

Purpose

The Box Office team is the first point of contact for all visitors to Kiln, welcoming audiences and delivering excellent customer service. Everyone at Kiln strives to make the building an inclusive and friendly place which reflects and celebrates our local communities.

We are looking for candidates with good availability across the week (Mon-Sat), and who can guarantee being available to work weekend shifts (Fri & Sat) three weeks a month.

Key responsibilities and duties

- Act as the welcoming first point of contact for those visiting Kiln Theatre and Cinema.
- Sell tickets, concessions and merchandise.
- Administer bookings and assist with financial and general administration.
- Monitor customer feedback in person and via email, responding in an appropriate and timely manner.
- Accurately monitor and update ticket resales, exchanges and customer information.
- Ensure the Box Office area is clean and tidy.
- Ensure all cash and equipment is stored safely.
- Promote, maintain, and work to deliver the mission and values of Kiln Theatre.
- Carry out such other duties as may reasonably be required by the Box Office and Ticketing Manager.

Person Specification

Essential

- Experience of working with the Spektrix ticketing system or another box office/ticketing system.
- Excellent communication and interpersonal skills.
- Ability to multi-task and prioritise during busy times.
- Experience or ability in dealing with members of the general public.
- Ability to work under pressure and maintain focus on audience experience.
- Ability to be adaptable and demonstrate initiative in changeable situations.
- Ability to work flexible hours with a rota system.
- Excellent time keeping and reliability.
- Computer literacy and an understanding of Microsoft Office applications.

Desirable

- Experience working in customer facing role in a Theatre, Cinema, Multi-Purpose venue or Festival or similar.
- Passion for theatre, cinema and the performing arts.

This job description is a guide to the nature of the work required of a Box Office Assistant and does not form part of the contract of employment.

TERMS AND CONDITIONS

Contract:	Casual Worker
Salary:	£14.80 per hour (minimum call 3.5 hours), payable weekly in arrears normally on a Friday by BACS less deductions for PAYE tax and National Insurance
Probation Period:	3 months following review
Pension:	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more.
Holiday entitlement:	Statutory allowance.
Other benefits:	
Complimentary tickets for preview performances, subject to availability, £2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Kitchen bar	



Equal opportunities

Equal Opportunities Kiln Theatre is an Equal Opportunities employer, and we strive to create an inclusive environment that reflects and celebrates our local community. We particularly encourage applications from Black, Asian and ethnically diverse people and D/deaf & disabled candidates as these groups are currently underrepresented in our staff team.

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Fill out an online Equal Opportunities Monitoring Form and send a completed application form to:

Email: Recruitment@KilnTheatre.com using the heading 'Box Office Assistant'

By Post: Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR

Deadline: Monday 3rd August, Midday

Our application form includes a Personal Statement section. Whilst we understand how helpful AI can be in assisting with writing personal statements, we really want to hear your voice in this section. We encourage you to use your personal statement to introduce yourself to us and give specific examples of how you think you meet the person specification.