



The
Yehudi
Menuhin
School

BOX OFFICE ASSISTANT

Candidate Information Pack



Closing date for applications:
7 May 2021

We reserve the right to close this vacancy early should a suitable candidate be found.

A welcome from the Headmaster

Thank you for your interest in this role. I hope that this document tells you everything you need to know about working at our very special school - most importantly, whether it is the place for you.

The Yehudi Menuhin School is set in gorgeous grounds and we strive to promote a collegiate working environment with a strong sense of community. Staff and pupils are on first name terms, and all staff are encouraged to take an active part in the broader life of the school. Being a music school, we hope that everyone who works here has an appreciation and respect for the interests and creativity of our pupils, but we do not expect all staff to be musicians themselves (though over the years many have taken up an instrument as a result of working here!)

We are committed to the wellbeing of all our community, and strive to promote a healthy sense of balance in our pupils and staff. Ongoing professional development is very important to us, and all new staff are given an induction and the training necessary to fulfil their duties.

YMS is an exceptional place - I hope you will join us.

Ben Gudgeon
Headmaster

A short history of The Yehudi Menuhin School

The Yehudi Menuhin School was founded in 1963 by the celebrated violinist Yehudi Menuhin. A brilliant educator, he feared that the lack of specialist music provision for children at an early age would result in an irreversible decline in the provision of world-class instrumentalists.

Inspired by a visit to Moscow's Central School for Young Musicians, Menuhin set out to develop a specialist music school in the UK for extraordinarily gifted children. These boys and girls, aged between seven and nineteen, would come from all corners of the globe, regardless of their race, creed or parents' financial position. His vision was that the School would not only attract potentially the most outstanding performers of their generation in string instruments and piano, but that they would also become well-rounded and compassionate people as a result of the high quality academic activities and pastoral care provision. Menuhin was also passionate in his belief that the School should share its music with the local community.

In 1964 the School moved from London to its current location in Cobham, Surrey, and gradually expanded to include new teaching and boarding blocks. In 1973 the School was accorded special status as a 'Centre for Excellence for the Performing Arts' and was one of the first schools to receive support from the Department for Education's Music and Dance Scheme. January 2006 saw the opening of the 300-seat Menuhin Hall, greatly enhancing the performance opportunities for the pupils. In 2016, new Music Studios were opened, providing state-of-the-art teaching and practice facilities.

Starting with just 15 pupils in September 1963, the School has expanded significantly over the last five decades while remaining true to Menuhin's values and ethos, and currently hosts 86 boys and girls from 22 nationalities.

Purpose of the role:

The job of the Box Office Assistant is to provide support and assistance to the Box Office Manager and Hall Manager, and to work with entire The Menuhin Hall team to ensure that events and ticket bookings run smoothly.



Key points about the role:

Contract type:

Fixed-term to the end of July with a possibility of extending further

Working hours:

Weekdays 9:30am-4pm, with some flexibility for events

Reporting to:

Hall Manager

Start date:

ASAP

Salary:

£12.50/hour

Other benefits:

lunches provided during term time, on-site swimming pool, free lunchtime concerts, free on-site parking

Main duties and responsibilities:

1. to assist in the running of the Box Office in The Menuhin Hall

- to answer all queries on the Box Office dedicated phone line promptly and efficiently
- to assist in mail-outs for events
- to take bookings for ticket sales for all events within The Menuhin Hall
- to liaise with staff regarding bookings and reserve seats as required by the School
- to assist in the processing of all payments for tickets and bookings
- to help organise the printing, collection and distribution of booked tickets
- to reconcile daily takings with Spektrix reports
- to sell merchandise and recordings when required, and to keep stocks up to date
- to ensure that the Box Office is neat and tidy at all times

2. to assist the Hall Manager and the rest of the Hall Team with the general running of the venue

- to provide administrative support when required
- to ensure the Hall database is organised, maintained and up to date
- to assist with the Steward packs before events
- to liaise with the Technical Manager regarding all special seating requests
- to assist in making sure that the Hall is maintained and presentable after every event
- to maintain a Lost Property Register and organise the disposal of unclaimed items
- to be able to work both as part of a team and independently, showing flexibility to assist colleagues at busy times



Person Specification

The successful candidate will possess the following experience, skills, knowledge and attributes:

Skills and qualifications	
Excellent proficiency in general office computer software, including word-processing, spreadsheets, databases and internet systems	Essential
Knowledge and experience	
Experience of working in a professional setting and successfully meeting individual and team objectives	Essential
Experience working for an arts organisation or charity	Highly desirable
Proficiency in using ticketing software (we use Spektrix)	Desirable
Abilities and Attributes	
Excellent administrative and organisational skills, with the ability to prioritise your workload without constant supervision, and show initiative and drive	Essential
Attention to detail and an unwavering commitment to ensuring all administrative tasks are completed to the highest standards, in service of the team's objectives	Essential
Ability to build positive, ongoing relationships with colleagues, both within the team and across operational boundaries – demonstrating tact, emotional intelligence and the ability to work collaboratively to reach mutual goals	Essential
Excellent communication skills, both in writing and in person, and the ability to represent the School to all potential customers and supporters	Essential
Ability to identify and analyse problems and suggest creative and deliverable solutions	Essential
Ability to identify current knowledge level and skills set, and areas requiring development, with a commitment to ongoing improvement	Essential
Ability to handle customer phone calls and emails efficiently and courteously.	Essential



How to apply

To request an application form or to discuss the role in more detail, please contact Lucy Flower at recruitment@menuhinschool.co.uk.

Your application form should be completed in full and returned along with a covering letter to Lucy Flower by noon on 7 May 2021 at the latest. Early applications are encouraged, and interviews will be held on a rolling basis; as such, the School reserves the right to close the application process early should a suitable candidate be found.

The Yehudi Menuhin School is committed to safeguarding the welfare of children. The School is registered with the DBS and successful applicants will be required to complete successfully the Disclosure Procedure at Enhanced level. It is an offence for a person barred from working with children to apply for this post.

The Yehudi Menuhin School is an Equal Opportunities employer and welcomes applications from all sections of the community.



@menuhinschool



@yehudimenuhinschool



The Yehudi Menuhin School

The Yehudi Menuhin School
Stoke d'Aberton
Cobham, Surrey
KT11 3QQ

Switchboard: 01932 864739
www.menuhinschool.co.uk