



Yehudi  
Menuhin  
School

## BOX OFFICE ASSISTANT Candidate Information Pack



Closing date for applications:  
**Friday 31 January 2025**

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

## A welcome from the Headmaster

Thank you for expressing an interest in this role. I hope you find this document informative, and it explains everything you need to know about working at our very special school and whether it is the place for you.

The Yehudi Menuhin School is a world-leading specialist music school set in beautiful rural Surrey. 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.

We are committed to the wellbeing of all our community and aspire 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 full of creative, talented people from all over the world. We would be delighted to receive your application, and we look forward to welcoming you to this unique school.

Robin Harskin  
Headmaster

## The Yehudi Menuhin School

Founded in 1963 by the world-renowned violinist and educator Yehudi Menuhin, the school provides a place for musically gifted children from around the world to develop their talents to the highest level within a stimulating academic environment. It was accorded the status of Centre for Excellence in the Performing Arts in 1973 and has a global reputation as one of the world's leading music schools.

Today's school provides a holistic education for around 90 exceptional pupils aged from 8 to 19, with specialist tuition on the stringed instruments, piano, classical guitar, harp and composition. Pupils split their time between their academic and musical studies and are given many opportunities to perform in front of an audience. Concerts take place regularly in The Menuhin Hall, but also in local state schools, care homes and churches, carrying on Menuhin's belief in the importance of giving back to the community.

The school also boasts a Virtual Menuhin School, which offers pupils not enrolled at the school the unique opportunity to receive specialist music education in a virtual environment, receiving musicianship, theory and instrumental training and the chance to connect with other young musicians across the globe.

Pupils are admitted based on talent, potential and passion for music, not on their ability to pay the fees. Today, around 90% of pupils require some level of financial assistance to attend YMS. The School is one of nine specialist UK schools that are supported by the Department for Education's Music and Dance Scheme.

YMS Alumni include renowned international soloists such as Nigel Kennedy, Nicola Benedetti CBE, Tasmin Little OBE, Alina Ibragimova, Valeriy Sokolov, Kathryn Stott and Melvyn Tan. Many other alumni are shaping the global cultural landscape through teaching at leading conservatoires and performing with world-class orchestras and chamber ensembles.

## Purpose of the role

To provide ad hoc support in the Box Office when needed.

### Key points about the role:

**Contract type:**

Zero hours

**Probation Period:**

3 months

**Other Benefits:**

- Free School lunch during term times
- Free parking
- Use of the School's swimming pool when available
- Free lunchtime concerts
- Discounted tickets to other school events
- 24/7 access to DAS counselling services
- 24/7 access to AXA Thrive app for mental wellbeing
- AXA Health telephone line access for medical support and advice

**Reporting to:**

- Visitor Experience Supervisor

**Holidays:**

5.6 weeks of paid holiday per year pro rata

**Key Relationships:**

- Production Manager
- Commercial Manager
- Visitor Experience Supervisor
- Box Office Assistants

**Salary:**

£13.00 per hour

**Location:**

Stoke D'Abernon Cobham, Surrey, UK

**Start date:**

ASAP. Full training will be given before the job commences

**Hours:**

9.30-15.30 on Friday's (with a 30-minute unpaid lunch break). Flexibility to work evenings or weekends when events are taking place

## Key Duties & Responsibilities

To assist in the running of the Box Office in the Menuhin Hall.

- Answer all queries on the Box Office dedicated phone line promptly and efficiently.
- Assist in mail-outs for events.
- Take bookings for ticket sales for all events within The Menuhin Hall.
- Liaise with staff regarding bookings and reserve seats as required by the School.
- Assist in the processing of all payments for tickets and bookings.
- Help organise the printing, collection and distribution of booked tickets.
- Ensure that the Box Office is neat and tidy at all times.

To assist the Hall Team with the general running of the venue.

- Provide administrative support when required.
- Assist with the Steward packs before events.
- Liaise with the Production Manager regarding all special seating requests.
- Assist in making sure that the Hall is maintained and presentable after every event.
- Maintain a Lost Property Register and organise the disposal of unclaimed items.
- Be able to work both as part of a team and independently, showing flexibility to assist colleagues at busy times.

Any other duties which are reasonable as requested by the Head.

## Person Specification

The successful candidate will have the following:

### Essential Competencies

- Experience of working in a professional setting and successfully meeting individual and team objectives.





- Excellent administrative and organisational skills, with the ability to prioritise your workload without constant supervision and show initiative and drive.
- 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.
- 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.
- Excellent communication skills, both in writing and in person, and the ability to represent the School and Hall to all potential customers and supporters.
- Ability to identify and analyse problems and suggest creative and deliverable solutions.
- Ability to identify current knowledge level and skills set, and areas requiring development with a commitment to ongoing improvement.
- Ability to handle customer phone calls and emails efficiently and courteously.

**Desirable Competencies**

- Experience working for an arts organisation or charity.
- Proficiency in using ticketing software such as Spektrix.

The successful candidate will:	Essential	Desirable
Enhanced DBS check	√	
UK right to work check	√	
UK and EEA prohibited list checks	√	
Satisfactory references	√	
Medical declaration	√	
Verification of qualifications	√	
Maths & English GCSE or equivalent	√	
First Aid at Work		√
Specific qualifications relevant to the role	√	

Shortlisted candidates will be assessed using:

- Completed application form
- Covering letter
- Interview
- References
- Documentary evidence
- Scenario based activity

## How to apply

If you would like any more information about the post, or would like to discuss the job before applying, please contact HR by email [recruitment@menuhinschool.co.uk](mailto:recruitment@menuhinschool.co.uk) or call 01932 584790.

Please complete our [application form](#) if you feel you are a suitable candidate and are interested in applying.

The closing date for applications is **Friday 31 January 2025**.

Interviews to take place will be confirmed.

Your application form should be completed in full and submitted along with a covering letter addressed to the Head, Dr Robin Harskin. Early applications are encouraged, and 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 sectors of the community.

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