

## **Job Description**

<b>Job Title:</b>	Box Office Manager
<b>Hours:</b>	40 hours per week
<b>Reports To:</b>	Anne-Marie and Jon Woodley
<b>Responsible For:</b>	Box Office Team

### **Main Purpose**

Theatre Royal Windsor is looking for a motivated and enthusiastic box office manager to run the box office team to ensure an efficient and smooth box office service, focused on ticket sales and customer enquiry services, both in person, online and via telephone, including liaising with ticket agencies and visiting companies. Supporting the senior management team with sales reports, robust use of the box office customer database and insights to promote audience development, maximizing sales and building the brand of Theatre Royal Windsor. The key elements of the role include:

- Leading on the smooth daily operation of the box office department, ensuring all staff and outlets have up to date information and are fully briefed on every performance and activity within the building.
- Ensuring suitable staff rotas and use of staff resources, as well as department resources, in line with budgets set.
- Provide training for box office staff, both at induction and on a rolling basis to ensure the highest customer service standards are maintained at all times, giving a warm and welcoming environment to all customers and visitors.
- To undertake the relevant banking and financial procedures on a daily basis, ensuring accurate and timely reporting.
- Set up events/merchandise on Spektrix according with appropriate seating/pricing plans.
- Extract data as requested from different departments
- Act as main point of contact for all Spektrix maintenance, upgrades and troubleshooting queries.

General Information Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidized producing theatre to operate all year round in Britain. The theatre hosts a busy programme of shows and events focusing on drama and musicals, supported with live music comedy and dance. The auditorium seats 633 and the building is grade 2 listed.

Theatre Royal Windsor is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The theatre produces and opens a large number of Bill Kenwright touring productions, in addition to its own in-house productions and the annual pantomime.

Theatre Royal Windsor is keen to ensure that we actively engage with all residents and visitors to the area and is developing a new outreach and education programme and more diverse offer at the theatre.

The business plan aims to position the theatre as a key cultural hub that aims to meet its vision statement:

“To provide a first-class regional theatre that is recognised nationally, that produces and presents a core programme of drama and theatre for all residents and visitors to the Windsor

area. Acting as a key cultural hub, encouraging participation and engagement with performing arts and supporting the development of staff, artists and audiences.”

Responsibilities Include:

1. Ensuring the box office is kept tidy and clean, ensuring that information and correct leaflets and brochures are available to customers, and all staff are fully briefed and motivated on the current programme of performances, events and experiences (including ancillary upsell items).
2. Lead by example by demonstrating excellent customer service skills
3. Supervise the Deputy Box Office Manager to set rotas and scheduling of sales advisors to ensuring suitable cover at all times for telephone, front desk and all ticket sales activities, effectively and fairly utilizing the team whilst ensuring suitable breaks.
4. Train new team members on Spektrix and general box office procedures and policies, with customer service standards being a priority.
5. Champion awareness within the team of our successes, awards, reviews and PR coverage.
6. Develop and maintain documentation and training material on Box Office policies and procedures
7. To undertake the daily and weekly financial procedures including banking and cashing-up of takings, ensuring accurate and timely reporting and suitable investigation of discrepancies in line with processes set.
8. Identify potential areas for development within Spektrix (both ticketing and fundraising), and lead on the presentation and follow up of these opportunities with relevant colleagues
9. To sell tickets to customers in person, online and by telephone, including covering the front desk for lunch breaks, sickness and annual leave.
10. To be in control with the smooth and efficient operation of the box office system and customer database, including undertaking regular review of customer preferences, in line with data protection requirements.
11. Work with the Deputy Box Office Manager on the smooth delivery of company tickets, complimentary tickets and guest invites.
12. Setting up the administration of the box office ticketing system including loading new events, offers and promotions on to the system as required.
13. Attend Theatre Royal Windsor opening nights on a Rota basis to meet and greet cast and crew members.
13. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a “protected characteristic” and within the framework of equal opportunities.
14. Lead on creating a culture of pride in the workplace by ensuring clean and well-presented public and office spaces within the building always.

PERSON SPECIFICATION

<b>Position Title:</b>	<b>Manager</b>	<b>Date Prepared:</b>	<b>28/01/2020</b>
<b>Department:</b>	<b>Box Office</b>		

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of working as a box office sales advisor or in a role with supervisor responsibilities in a busy ticket sales outlet in an arts environment (including live music).	✓		AF/ I
1.2	Good working knowledge of computerised ticketing systems and the ability to extract data from the customer records management database (CRM), including demonstrable knowledge of administration of system users, till allocation and fault-finding.		✓	AF/ I
1.3	Experience of effective use of staff resources for efficient service delivery.	✓		AF/ I
1.4	Excellent communication skills and a good telephone manner		✓	AF/ I
1.5	Up to date knowledge of data protection requirements	✓		AF/ I
1.6	Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks.	✓		AF/ I
1.7	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.	✓		AF/ T/I
1.8	Experience of general administration duties in an office environment		✓	AF/ T/I
1.9	Willingness to work evenings, weekends and public holidays as required.	✓		AF/ T/I
1.10	The ability to multi task in a busy environment	✓		AF/ T/I
1.11	Experience of liaison and relationship management with external producers, marketing and PR companies	✓		AF/ I
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>LEADING AND SUPERVISING</b>			
2.1	a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre	✓		AF/ T/I
	<b>WORKING WITH PEOPLE</b>			
2.2	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/ T/I

	REQUIREMENTS	Essential	Desirable	Assessed
2.3	<b>RELATING AND NETWORKING</b> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others	✓		AF/ T/I
2.4	<b>ANALYSING</b> a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system.	✓		AF/ T/I
2.5	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b> a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals	✓		AF/ T/I
2.6	<b>ADAPTING AND RESPONDING TO CHANGE</b> a. Adapts to changing circumstances b. Accepts new ideas and change initiatives c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences e. Deals with ambiguity, making positive use of the opportunities it presents	✓		AF/ T/I
3	<b>EDUCATION AND TRAINING</b>			
3.1	A minimum of 3 GCSE grade A*-C passes, including in English and Mathematics.	✓		AF
3.2	A Degree level (or equivalent) qualification in English, Drama, Performing Arts, Media studies or marketing / public relations		✓	AF
3.3	Experience of using Spektrix or similar Box Office Systems	✓		AF
3.4	First Aid at Work qualification		✓	AF