

Job Description

Job Title:	Deputy Box Office Manager
Hours:	40 hours per week
Reports To:	Box Office Manager
Responsible For:	Sales Advisors

Main Purpose

Theatre Royal Windsor is looking for a motivated and enthusiastic deputy box office manager as part of the box office team to support the box office manager in ensuring 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 box office manager with 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 roles 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.
- To deputise for the box office manager in their absence.
- 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.
- To promote the selling (and upselling) of tickets and ancillary sales to customers, whether in person, online or by telephone.

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. Ensure 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. Maintain stock levels of stationary, tickets and hardware for the box office in line with budgets set.
3. To manage the rotas and scheduling of sales advisors to ensure suitable cover at all times for telephone, front desk and all ticket sales activities, effectively and fairly utilizing the team whilst ensuring suitable breaks. This will be under the supervision of the box office manager.
4. To deputise for the Box office Manager in their absence.
5. Support the Box Office Manager in ensuring training is provided for all box office staff both at induction stage and on a rolling basis to ensure a first class, warm and welcoming customer experience at all times.
6. Champion awareness within the team of our successes, awards, reviews and PR coverage.
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. To support the marketing department with customer feedback channels and surveys as required.
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. Support the box office manager 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 Box Office Manager on the smooth delivery of company tickets, complimentary tickets and guest invites.
12. Work with the Box Office Manager on the administration of the box office ticketing system including loading new events, offers and promotions on to the system as required.
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 at all times.

PERSON SPECIFICATION

Position Title:	Deputy Box Office Manager	Date Prepared:	01/01/2019
Department:	Box Office		

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working as a box office sales advisor or in a role with supervisor or managerial 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	Experience of general administration duties in an office environment	✓		I
1.11	The ability to multi task in a busy environment and excellent Microsoft office skills	✓		AF/ T/I
1.12	Experience of liaison and relationship management with external producers, marketing and PR companies	✓		AF/ I
2.	COMPETENCIES			
	LEADING AND SUPERVISING			
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
	WORKING WITH PEOPLE			
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	✓		AF/ T/I

	REQUIREMENTS	Essential	Desirable	Assessed
	e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses			
2.3	RELATING AND NETWORKING 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	ANALYSING 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	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS 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	ADAPTING AND RESPONDING TO CHANGE 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	EDUCATION AND TRAINING			
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