

## **Job Description**

<b>Job Title:</b>	Box Office Supervisor
<b>Hours:</b>	20 hours per week.
<b>Salary:</b>	£12,979.20 per annum (£25,958.4 FTE)
<b>Reports To:</b>	Box Office Coordinator
<b>Responsible For:</b>	Sales Advisors

### **Main Purpose**

Theatre Royal Windsor is looking for a motivated and enthusiastic Box Office Supervisor as part of the box office team to support the Box Office Coordinator 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 Coordinator 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:

- Help the Coordinator lead 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.
- To supervise the Box Office Sales Advisors to ensure the highest customer service standards are maintained at all times, giving a warm and welcoming environment to all customers and visitors.
- To promote the selling (and upselling) of tickets and ancillary sales to customers, whether in person, online or by telephone
- To undertake the relevant cash handling procedure.

### **General Information**

Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidised 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 631 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. To deliver the highest level of customer service to all Theatre Royal Windsor customers and ensure the Sales Team are meeting these standards. This will also include helping to manage and facilitate group bookings from initial enquiry through to payment, ensuring clear, timely, and ongoing communication with lead bookers throughout the process.
3. To manage the day to day operation of the sales team, including cash handling and invoicing procedures as required, ensuring accurate and timely reporting and suitable investigation of discrepancies in line with processes set.
4. To be proactive in selling, up selling and cross selling as specified by the Box Office Coordinator.
5. To cover for any Box Office Coordinator, Supervisor or Sales Advisors duties as required.
6. 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.
7. To sell tickets to customers (including access bookers) in person, online and by telephone, including covering the front desk for lunch breaks, sickness and annual leave.
8. Support the Box Office Coordinator in ensuring training is provided for all box office staff on a rolling basis to ensure a first class, warm and welcoming customer experience at all times.
9. To provide guidance to sales advisors during complex transactions and take the lead in de-escalating interactions with dissatisfied customers, maintaining a high standard of customer service.
10. To act as a First Aider and Fire Marshal for the building, ensuring the safety and wellbeing of staff and visitors are in line with health and safety protocols.

PERSON SPECIFICATION

<b>Position Title:</b>	<b>Supervisor</b>	<b>Date Prepared:</b>	<b>06/08/2025</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).		✓	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
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>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	✓		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
	<b>RELATING AND NETWORKING</b>			
2.3	a. Establishes good relationships with customers and staff b. Relates well to people at all levels c. Manages conflict d. Uses humour appropriately to enhance relationships with others	✓		AF/ T/I

	REQUIREMENTS	Essential	Desirable	Assessed
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 (3 day course) qualification or equivalent experience		✓	AF
3.5	Fire Marshal qualification or equivalent experience		✓	AF