

JOB DESCRIPTION TEMPLATE

JOB TITLE	Box Office & Reception Manager
CONTRACT STATUS	Permanent Full Time
SALARY	£30,000 per annum
HOURS	37.5 hrs per week based on a shift pattern including weekends and evenings. 25 days per year annual leave
RESPONSIBLE TO	Director of Marketing & Customer Experience
RESPONSIBLE FOR	Box Office & Reception team
OTHER KEY WORKING RELATIONSHIPS	Internal: Front of House team Marketing team Director Programme Manager Catering team Finance team Buildings & Facilities Manager, Head of Fundraising External: Customers, Visiting companies Visitors to the building Suppliers

The Box Office & Reception team is the first point of contact for audiences, contractors, guests and visiting companies at the theatre. We are seeking an experienced, motivated and enthusiastic manager to lead our box office and reception functions as the theatre continues to grow audience reach and hit financial targets.

JOB PURPOSE

To lead the Box Office & Reception team, taking responsibility for selling tickets, memberships and events, processing reports and sales information using our CRM system (Spektrix); delivering excellent customer service in line with the style and ethos of the Yvonne Arnaud Theatre.

THE PERSON

You will have experience of Box Office management, including a high level of competency with ticketing and CRM systems. You will be happy working in a lively, frequently changing environment and demonstrate a great attention to detail, excellent IT skills, confidence managing data and financial information, as well as being customer focussed and able to work on your own initiative.

DUTIES & RESPONSIBILITIES

Box Office

- To be responsible for the effective operational management of the theatre's Box Office, ensuring that the CRM (Spektrix) is managed and administered effectively, in collaboration with the Head of Marketing & Customer Experience
- To ensure that sales and upsales are maximised, including 'phone calls, in person and via member priority and group bookings
- Ensure the Box Office operates in accordance with policy, procedure, marketing strategy and general good practice
- To manage the set-up of all performances, goods and services within Spektrix to given deadlines
- To be the main point of contact with for all Box Office and sales related issues in Spektrix, and to maintain a positive relationship with the system provider.
- To ensure that bookings and enquiries are handled efficiently, and problems dealt with in a calm, tactful and helpful manner
- To ensure that customer records are entered, maintained and updated accurately in accordance with Data Protection legislation
- To work closely with the Marketing team to devise and implement marketing and promotional campaigns
- To produce Box Office and sales reports as required and be able to respond to queries in an informed manner
- To ensure accurate records of cash, cheque and credit card transactions are maintained, running reports as required
- To ensure all cash payments and floats are managed in accordance with agreed financial procedures
- To identify opportunities for growth of the Box Office service
- To be well-networked with industry, promoting best practice in the venue

Management

- To schedule and rota staff hours and shifts.
- To ensure that all Box Office staff are appropriately trained and offer a high level of customer service
- To hold team meetings on a regular basis and share actions

- To act as Duty Manager on occasion, as required
- To work with the Front of House and Catering Managers to ensure consistent, customer centred procedures across all aspects of the customer journey.
- To agree, monitor and manage the Box Office budget, in collaboration with the Director of Marketing & Customer Experience
- To manage and develop the Box Office team, ensuring that all services provided by these staff are delivered to the agreed quality standards
- To recruit new Box Office Assistants, when appropriate
- With the Front of House team, to be responsible for emergency procedures, including evacuations

Administration

- To oversee the efficient day to day administration of the theatre donor schemes, including renewals, and payment collection direct debit collection, reporting to the Head of Development.
- To monitor sales of Creative Learning activities, and manage related enquiries, as appropriate, working with the Head of Creative Learning.
- To be the main point of contact for visiting companies, sharing digs lists, allocating dressing room keys and dealing with any questions and concerns.

Other

- Demonstrate an understanding of the theatre's values, ethos and mission and to promote these through everyday practice in the role
- Comply with all legislative, regulatory and policy requirements as appropriate
- Comply with the theatre's financial regulations and financial management procedures
- Observe the policies, procedures and practices of health & safety in all aspects of the role
- Demonstrate the value and importance of equality and diversity in every aspect of the theatre's work, and show commitment through everyday practice in the role
- Work in accordance with, and promote the theatre's environmental sustainability policy and practices
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Participate in theatre events including when these are held in the evenings, at weekends or otherwise outside of normal working hours
- Undertake such other duties as may reasonably be required from time to time

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<p>Demonstrable experience of Box Office management and best practice</p> <p>High-level Box Office CRM skills</p> <p>Experience of sales management</p> <p>Experience of financial reporting</p> <p>Operational planning and implementation skills.</p> <p>Strong oral and written communication skills.</p> <p>Ability to multi-task and to work to multiple and competing deadlines.</p> <p>Team management experience</p>	<p>Knowledge of Spektrix</p> <p>Knowledge of audience trends and patterns</p> <p>Budget management experience</p> <p>Knowledge of Gift Aid</p>
QUALIFICATIONS	<p>Educated to A-level or equivalent vocational training</p>	<p>Educated to degree level.</p> <p>Membership of an appropriate professional body</p>
PERSONAL QUALITIES	<p>Strong team leader and team player</p> <p>Willingness to step in to support colleagues/other departments</p> <p>Entrepreneurial</p> <p>Customer-focused</p> <p>Resourceful problem solver</p> <p>Calm, conscientious, positive and pragmatic</p> <p>Understanding of and interest in the performing arts</p>	<p>Experience of working in a performing arts environment</p>

HOW TO APPLY

Please complete the application form and send with a covering letter explaining your reasons for applying and your suitability for the position.

Please email your application to: salowe@yvonne-arnaud.co.uk

DEADLINE 12pm Friday 21 September 2024

If you would like an informal chat about the role, please call Sally Anne Lowe on 01483 443921

The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies.

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

Data Protection – If you apply for a job or work experience at the Yvonne Arnaud Theatre, we will need to collect certain personal data and special category data as part of your application. By providing information within your CV and covering letter, you are consenting to its use for the purpose of processing your application and assessing your suitability to the position applied for. If your application is unsuccessful, our policy is to delete/destroy the application six months after the closing date. If we feel that your details would be useful to keep for a longer period, should an appropriate position arise in the future, we will seek your permission to maintain these records for longer than six months.

Notification – While it is normally our policy to notify applicants as to the outcome of their application as soon as possible after the closing date, it is not always possible to do so. If you have not heard from us within four weeks of the closing date, please assume that your application has not been successful.