

BOX OFFICE SUPERVISOR

Application Pack

May 2017

JOB DESCRIPTION: BOX OFFICE SUPERVISOR

Head of Department: Al Morley, Commercial and Operations Director
Reports to: Anna Perry and Lacey Webdale, Theatre Managers

Salary: Up to £23,000 per annum depending on experience

Cambridge Arts Theatre

Cambridge Arts Theatre is an independent theatrical charity. We're here to nurture a lifelong love of the performing arts and to secure the future of our Theatre for future generations.

Purpose of role

To assist in the day-to-day running of the Arts Theatre sales team, whose aim is to maximise each sales opportunity and provide an efficient and welcoming service to all customers and visitors to Cambridge Arts Theatre. The Box Office Supervisor will be responsible for promoting Cambridge Arts Theatre and its facilities to the public and ensuring we maintain the highest levels of customer service at all times.

Main duties and responsibilities:

Sales

- To maximise Box Office sales and achieve weekly financial targets
- Initiate and develop new sales schemes, including ongoing telesales campaigns, to support the work of the marketing and fundraising departments
- Manage and continuously improve levels of customer service, motivating staff to provide a consistently high level of excellence in all transactions
- To be an effective member of the Box Office sales team, processing bookings by phone, post and over the counter efficiently and positively
- Actively manage the promotion and upselling of events, merchandise and catering packages during the booking process
- Ensure a comprehensive knowledge and understanding of all artistic and income objectives at Cambridge Arts Theatre

Administration

- To act as primary first point of contact for all ticketing enquiries from visiting companies, adhering to the Arts Theatre's policy on visiting company rates and complimentary tickets
- Process ticket requests as dictated by the Head of Department or other senior staff
- Maintain accurate records and schedule and run sales reports as required for internal and external circulation
- Manage daily cashing up and banking reconciliation
- Manage distribution of information to Box Office Staff
- Write and update operational procedures and guidelines
- Problem solve for customers; deal with queries or complaints in conjunction with the wider team

Systems management

- Assist in the development and use of the Theatre's ticketing system (currently Patron's Edge, to be replaced in January 2018)
- Manage configuration of new shows and merchandise items onto Patron's Edge

- Liaise with software and hardware suppliers to ensure the smooth running of the Box Office systems and processes
- Liaise with Marketing department to provide effective reporting as required and to enable set-up of ticket offers, discount, catering packages and promotions
- Manage housekeeping of the Theatre's ticketing system, identifying and reporting errors in a timely fashion

Staff

- Assist in the day-to-day management of Box Office staff including rostering and performance management
- Recruitment, induction, training and development of all staff as required
- Encourage a welcoming, professional atmosphere amongst the Box Office team, setting an exemplary standard of excellent customer service
- Supervise and staff remote box office outlets as required (for example at the summer Shakespeare's Globe performances in the College Gardens)

The following generic responsibilities apply to all Cambridge Arts Theatre staff:

- To participate actively in the life of the Theatre
- To regularly attend Arts Theatre productions and events including press nights/first nights and other special events
- To attend meetings and events as required
- To assist other departments as required
- To work on other projects and activities as required and to play an active role in achieving the aims and targets of the organisation
- To carry out administrative work generated by the above activities
- To have a flexible approach to working hours
- To maintain a clean and tidy working environment
- To be presentable, well-organised and have good timekeeping
- To comply with Cambridge Arts Theatre's Equal Opportunities, Health and safety and other policies at all times

The list of responsibilities is not exhaustive and the employee may be required to perform duties outside of this list as operationally required and at the direction of the Line Managers or Head of Department.

Person Specification

Essential

- 3+ years experience of working in a relevant customer-facing role in a venue or similar cultural organisation
- Experience of managing or supervising a diverse team of staff
- In-depth knowledge and experience of working with ticketing and fundraising systems for sales, programming and reporting

Desirable

- Excellent interpersonal skills with highly professional manner when dealing with the public, both on the telephone and in person
- Computer literate and high standard of written English
- Experience of handling cash transactions and dealing with confidential information
- Familiarity with cashing-up and banking procedures
- Conscientious and well-presented
- Exemplary time-keeping and multi-tasking skills
- The ability to work effectively as an individual or as part of a team
- A proactive and flexible approach to work
- Experience of being involved in a major IT systems transfer

Full training in the use of the Theatre's ticketing system (The Patron Edge) will be provided.

Terms and Conditions:

Salary:	Up to £23,000 per annum depending on experience
Hours of Work:	Based on a 40-hour week. Due to the nature of the role, Box Office staff are required to work evenings and weekends. There is no overtime paid and no formal time off in lieu system.
Holidays:	20 days
Probationary Period:	3 months
Notice period:	Following the completion of a successful probationary period, the notice period is 1 month
Pension:	The employer offers a stakeholder pension with Standard Life whereby contributions can be deducted from salary.

To apply for this position please email a CV and covering letter outlining your suitability for the role as outlined in the job description to recruitment@cambridgeartstheatre.com

Closing date for applications: 5pm, Friday 2 June

First Round Interviews: w/c 5 June

All appointments are subject to satisfactory references

Cambridge Arts Theatre is an equal opportunities employer welcoming applications from all sections of the community.