

**JOB DESCRIPTION TEMPLATE**

<b>JOB TITLE</b>	Box Office & Reception Manager
<b>CONTRACT STATUS</b>	Permanent Full Time
<b>SALARY</b>	£30,000 per annum
<b>HOURS</b>	37.5 hrs per week based on a shift pattern including weekends and evenings.
<b>RESPONSIBLE TO</b>	Director of Marketing & Customer Experience
<b>RESPONSIBLE FOR</b>	Box Office team
<b>OTHER KEY WORKING RELATIONSHIPS</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>Front of House team</li> <li>Marketing team</li> <li>Programme Manager</li> <li>Catering team</li> <li>Finance team</li> <li>Buildings &amp; Facilities Manager,</li> <li>Head of Fundraising</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>Customers,</li> <li>Visiting companies</li> <li>Visitors to the building</li> <li>Suppliers</li> </ul>

The Yvonne Arnaud Theatre is undergoing an exciting period of renewal and growth. The Box Office & Reception team is the first point of contact for the public, contractors, guests and visiting companies at the theatre. As we adapt to changing customer habits and streamline our services, we are seeking a motivated and enthusiastic manager to lead our box office and reception functions.

**JOB PURPOSE**

To lead the Box Office team, taking responsibility for selling tickets, memberships and events, processing reports and sales information using our box office sales system (SRO); 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, and be happy working in a lively, frequently changing environment. You will demonstrate a great attention to detail and excellent IT skills, be confident with 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 Box Office ticketing system (SRO) is managed and administered effectively
- 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 the system to given deadlines
- To be the main point of contact with for any issues relating to the ticketing system and to maintain a beneficial relationship with the system provider.
- To ensure that customer records are entered, maintained and updated accurately in accordance with Data Protection legislation
- To ensure that bookings and enquiries are handled efficiently and problems dealt with in a calm, tactful and helpful manner
- To ensure that sales are maximised across all sales platforms – website, 'phone, in person and via member priority and group bookings
- To work closely with the Marketing team to devise and implement marketing and promotional campaigns
- To produce Box Office reports as required
- To ensure accurate records of cash, cheque and credit card transactions are maintained, running reports from the system as required
- To ensure all cash payments and floats are managed in accordance with agreed financial procedures
- To identify opportunities for external growth of the Box Office service
- To be well-networked with industry, promoting best practice in the venue
- With the Front of House team, to be responsible for emergency procedures, including evacuations

## **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 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

## **Administration**

- To oversee the efficient day to day administration of the theatre's Friends and Vanbrugh donor schemes, including direct debit collection, reporting to the Director of Fundraising.
- 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**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>SKILLS / ABILITIES</b>	<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>Organisational skills</p>	
<b>QUALIFICATIONS</b>	<p>Box Office and Front of House best practice</p> <p>Budget management</p> <p>Operation of a Box Office computerised system</p> <p>Health &amp; Safety</p>	<p>Understanding of and interest in the performing arts</p> <p>Knowledge of audience trends and patterns</p> <p>Knowledge of SRO</p> <p>Knowledge of Gift Aid</p>
<b>EXPERIENCE</b>	<p>Educated to A-level or equivalent vocational training</p>	<p>Educated to degree level.</p> <p>Membership of an appropriate professional body</p>
<b>PERSONAL QUALITIES</b>	<p>Experience of organising and delivering Box Office services</p> <p>Experience of sales management</p> <p>Managing and developing staff</p> <p>Experience of customer service and development</p> <p>Able to work with a wide variety of people</p> <p>Customer-focused</p> <p>Resourceful problem solver</p>	<p>Experience of working in a performing arts environment</p>

	Calm, conscientious, positive and pragmatic	
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## 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](mailto:salowe@yvonne-arnaud.co.uk)

## DEADLINE Friday 4 June 12pm

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.