



T I C K E T S

BOX OFFICE MANAGER

Troubadour Wembley Park Theatre

JOB DESCRIPTION

STAFF MANAGEMENT

- Lead on the recruitment, management & appraisal of the Box Office Assistants in liaison with the Operations Manager.
- To drive and lead by example in the up-selling of all products and maximise sales, exceeding set targets.
- To provide ongoing training on the use of the ticketing system and to devise, distribute and maintain system documentation in order to support business processes, policies and procedures.
- Ensure all staff are compliant with PCI DSS & Data Protection requirements & the Information Security Policy.
- Deliver and manage a monthly rota for Box Office operations to ensure sufficient provision at all times.
- Manage & maintain a clear system for coordinating & recording staff availability & sickness cover ensuring essential levels of staffing are maintained at all times, ensuring all holidays are sanctioned.
- Ensure the weekly payroll is submitted & within any agreed contras & budgets.
- Conduct bespoke staff briefings & de-briefs with the Box Office team regarding any new production or ticketing agreement, ensuring they are provided with accurate & sufficient information & any areas for further investigation or discussion.
- Conduct monthly team meetings in collaboration with the Troubadour Wembley Park Theatre Manager.
- Provide cross-departmental support on all ticketing related issues

SHOW MANAGEMENT

- Provide support to the Duty ticketing team on all 1st previews, press events, galas & media performances.
- Ensure there are clear & effective operational procedures in place for the duty team managing show incomings.
- Ensure any ticketing issues that are documented on the FOH report are reviewed, resolved & communicated.
- Designate daily/performance specific roles & responsibilities ensuring all duties are completed successfully & consistently
- Liaise with the TWP Theatre Manager re communication requirements between FOH & Ticketing for live events & shows ensuring the Duty BO team is following the system of working & working collaboratively.
- Ensure all Duty BO teams are aware of the following procedures: Box office opening up & closing procedures, daily duties, telephone bookings & telecoms system, state of house report, resolving ticketing issues, dressing, access bookings, COBOs, uncollected tickets & latecomers, scanners, vouchers, ticket stock.
- Assist the Venue Management team by enforcing and upholding all relevant policies and procedures, in particular those relating to relevant health and safety.

- Ensure Box Office cash sales records are reviewed on a shift basis resolving any sales related issues.
- Ensure that any facilities faults are reported to the Duty Site Manager as soon as possible.

ADMINISTRATION & FINANCE

- To maintain a clean & accurate customer database ensuring a high rate of data capture to provide intelligent insight
- Ensure that all customer sales access points facilitate a consistent & sales-focused experience. This should result in customers finding the process easy-to-use via all sales channels including website, agents, on site box office & pop up booths.
- Ensure the efficient management of tech holds, house seats comps & company tickets in liaison with the Ticketing Sales Managers.
- To produce all work to a high standard of accuracy.
- To produce & distribute sales reports as directed by the Ticket Sales Managers.
- Complete accurate weekly cash reconciliation & banking procedures.
- Attend the weekly KX Tickets and Troubadour Theatre Manager meetings.
- Maintain an overview of all ticketing related IT and hardware, reporting any problems to the venue & ticketing management.
- Ensure invoices for BACS payments are created, checked, accurately logged and sent in a timely manner, in liaison with the Operations Manager.

THIRD PARTY RELATIONSHIPS

- Develop & maintain positive relationships with ticketing agents to ensure revenue & the event profile is maximised for each performance.
- Take responsibility for daily agent sales and ensure accurate reconciliation.
- Liaison with the venue management, marketing agency & press associate re press events, VIPs & one off events & parties
- Support the venue team in the delivery of third party incoming, short term events.
- Proactively integrate the ticketing team into venue operations & workforce.

CUSTOMERS, ACCESS & EDUCATION

- Maintain high standards of Box Office customer service delivery at all times & contribute to the ongoing auditing of the 'audience experience'
- Liaison with the venue management team on accessible performances.
- Ensure all customer feedback is audited centrally within the venue management team (including feedback via 3rd party agents).

HEALTH & SAFETY

- Completion of Box Office staff Risk Assessments
- Attend the H&S Committee meeting
- Contribute to a positive H&S culture throughout all activities & duties.
- Ensure all duties are conducted in accordance with H&S policies & systems of working, reporting any breaches to venue management.

GENERAL

- Undertaking other duties as reasonably required

PERSON SPECIFICATION

REQUIRED:

- Extensive experience of managing a team in a commercial arts or events environment.
- Experience of brokering positive relationships with ticketing agents
- Understanding of GDPR Compliance good practice
- Significant experience of ticketing systems, preferably Spektrix
- Experience & knowledge of delivering accessible services
- An organised, flexible approach to day to day responsibilities
- A creative and resourceful approach to problem solving
- Collaborative & communicative in all activity
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Exemplary communication skills
- Minimum 3 years box office experience.
- Previous supervisory experience.

- Previous experience within a theatre or arts venue.

DESIRABLE:

- Nliven ticketing system or similar programs
- Valid First Aid qualification
- Understanding of Employment Law best practice
- Interest in theatre & the arts

TERMS

- Reports to: Operations Manager
- Fixed term, full time
- Variable shift pattern Monday to Friday with evening, weekend & Bank Holiday working as required
- 6 weeks notice period
- Salary £31.5k