



# DUTY BOX OFFICE MANAGER JOB DESCRIPTION

## MANAGEMENT

- To drive and lead by example in the up-selling of all products and maximise sales, exceeding set targets.
- Ensure compliance with PCI DSS & Data Protection requirements & the Information Security Policy.
- Provide cross-departmental support on all ticketing related issues

## SHOW MANAGEMENT

- Ensure FOH portal is correct and up to date before each show.
- Provide support to the management and Front of House team on all 1<sup>st</sup> previews, press events, galas & media performances.
- Ensure there are clear & effective operational procedures in place for managing show incomings.
- Ensure any ticketing issues that are documented on the FOH report are reviewed, resolved & communicated.
- Undertake daily/performance specific roles & responsibilities, ensuring all duties are completed successfully & consistently
- Liaise with the FOH Manager re communication requirements between FOH & Ticketing for live events & shows.
- Agency allocations & mark backs, Box office opening up & closing procedures, daily duties, state of house report, resolving ticketing issues, dressing, access bookings, COBOs, uncollected tickets & latecomers, scanners, vouchers, ticket stock.
- Assist the Venue/FOH Management team by enforcing and upholding all relevant policies and procedures, in particular those relating to relevant health and safety.
- Ensure daily dining allocations are managed and prioritised effectively'

## 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 KX Tickets Management team.
- To produce all work to a high standard of accuracy.
- Manage ticket stock supplies & ensure adequate supplies are available.
- Maintain an overview of all ticketing related IT and hardware, reporting any problems to the KX Tickets Management team.
- Work with the KX Tickets Management team to ensure any agency allocations are prioritised & inventory is efficiently managed.

## THIRD PARTY RELATIONSHIPS

- Maintain positive relationships with ticketing agents to ensure revenue & the event profile is maximised for each performance.
- Take responsibility for daily agent allocations, mark backs and ensure accurate reconciliation.
- Liaison with the KX Tickets Management team, venue management, marketing agency & press associate re press events, VIPs & one off events & parties

## CUSTOMERS, ACCESS & EDUCATION

- Processing any on the day sales over the counter.
- Being knowledgeable and helpful for all customers, resolving issues quickly and effectively.
- 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 through the KX Tickets Management team (including feedback via 3<sup>rd</sup> party agents).

## HEALTH & SAFETY

- 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:

- Experience of brokering positive relationships with ticketing agents
- Understanding of Data Protection & PCI DSS Compliance good practice
- Significant experience of ticketing systems, preferably Spektrix and/or ENTA.
- 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
- Previous 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
- Interest in theatre & the arts

### TERMS

- Reports to: Ticketing Coordination Manager/Operations Manager
- Fixed term – Part time
- Variable shift pattern Monday to Sunday with evening, weekend & Bank Holiday working as required
- Holiday accrued pro-rata
- 4 weeks notice period
- £15.50 ph