
Job Description

Job Title:	Box Office Manager
Hours:	40 hours per week
Reports To:	Theatre Manager
Responsible For:	Deputy Box Office Manager & Sales Advisors

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to beth.fox-williams@theotherpalace.co.uk Please include your current notice period (if any) and when you would be available to start.

Please note the deadline for applications is 5pm Wednesday 25th May. We are looking for candidates to start as soon as possible.

Main Purpose

The Other Palace is looking for a motivated and enthusiastic Box Office Manager to manage and lead an efficient and effective Box Office. To set sales targets and drive sales for both our Main House and Studio Theatre spaces. Working in close partnership with our Marketing Manager, and external ticketing agents to maximise ticket sales, and working alongside the Technical and Front of House departments to ensure the smooth running of the venue, performances, hires and events.

In our beautiful venue, the Box Office desk also functions as Stage Door, so the box office team are the first point of contact and welcoming face for artists, audiences, staff alike!

The key elements of the role include:

- To set sales targets and maximise ticket sales, both with our internal Box Office Department, and working closely with external ticketing agents including closely monitoring dynamic pricing and seat sales patterns, identifying opportunities to maximise yield with a drive to sell every seat!
- Manage the effective day-to-day operation of the box office department, ensuring that all staff and especially those on the welcome desk have up to date information and are fully briefed on every performance activity within the building.
- Ensuring suitable staff rotas and use of staff resources, as well as department resources in line with budgets set.
- To develop high proficiency with our Spektrix ticketing software: providing a ticket sales service, producing reports, and accurately capturing and entering customer data, as well as undertaking analysis to fully understand audience characteristics and demographics and drive ticket sales.
- To undertake the daily and weekly financial procedures, including banking and cashing-up of takings, ensuring accurate and timely reporting and suitable investigation of discrepancies in line with company procedure.
- To always ensure first-class customer service, motivating the sales adviser's team to commit fully to consistent service standards and to promote the selling (and upselling) of tickets and ancillary sales to customers, whether in person, online or by telephone.

General Information

The Other Palace is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant. The venue is a place where the next generation of theatre-makers are encouraged, supported, and celebrated with a particular emphasis on new musical theatre. In October 2021 The Other Palace was acquired by Bill Kenwright Ltd from Andrew Lloyd Webbers LW Theatres Group. The venue both produces its own productions as well as hosting and supporting new writing, new musicals, workshops, and engagement activities. The Box Office Manager role is based at The Other Palace and reports to the Theatre Manager.

Responsibilities include:

1. To recruit, train and manage Box Office team, including but not limited to:
 - a. ensuring rotas and the scheduling of the department meets the needs of the building opening hours and scheduled performances & events, keeping within staffing budgets.
 - b. Maintain accurate and up to date records of working hours and absence, ensuring we are complying with all regulations regarding working time directives and employment of young people.
 - c. Lead the team by example to maximise ticket & programme sales.
 - d. Maintain a culture of care and pride in the workplace and in the work produced and service given.
 - e. To provide ongoing training for the team in the use of the Spektrix ticketing system, ensuring they have the knowledge and knowhow to deal with arising situations should the Box Office Manager not be in the building.
 - f. To provide regular briefings with the Box Office team, ensuring all information with regards to initiatives / promotions / shows & events / changes to schedules or sales etc are communicated in a full and effective manner.
2. To be responsible for the administration of the membership scheme, access scheme and all ticket requests including press, staff, competition winners, VIP complimentary tickets etc. This includes:
 - a. Implementing clear procedures to ensure any special requests are communicated to the relevant departments
 - b. Tracking issues relating to Box Office and/or ticketing procedures, followed by finding and implementing solutions in a timely manner.
3. To take responsibility for the upkeep and use of the ticketing system platform, including:
 - a. integration and communication with 3rd party ticket agents,
 - b. maintenance and upkeep of physical box office equipment including ticket printers, PDQ machines etc.
 - c. Ensuring that all customer data is kept in a suitable format and securely in line with our GDPR and Data protection policy.
4. Sales Sales Sales & reporting
 - a. To set sales targets and team initiatives, striving to achieve the highest yield for each in house, and visiting show.
 - b. To run daily and weekly sales reports
 - c. To build new shows on Spektrix ready for the set on sale dates
 - d. Ensure the tech holds, producer comps, house seats etc are all up to date and accurate at all times.
 - e. To work with a high standard of accuracy.
 - f. Contributing to dynamic pricing strategies and supporting the Marketing Manager with pricing structures and strategies as required.
 - g. Ensuring data is cleansed and kept up-to-date, and that new shows, performances and events are set-up quickly and efficiently on the system, undertake regular KPI reporting and undertake data analysis to understand Customer Purchasing patterns and demographics, utilizing this information to drive ticket sales.
5. To build strong working relationships with external ticketing agents, including:
 - a. keeping on top of APIs and allocations, requesting Mark Backs where required or increasing allocations if necessary.
 - b. Ensuring agents trackers are kept up to date, and work alongside the Finance department to reconcile agents' commissions and fees accurately and on time.
6. The Box Office also doubles as our Stage Door, and therefore this also encompasses being the main telephone line into the building for Sales and Administrative calls, post and in person appointments. Therefore, the Box Office Manager must ensure that the box office team undertake the following front desk duties:
 - a. Calls are passed onto the correct team member, messages are taken and distributed, emails and forwarded where appropriate.

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- b. Daily building schedules are sent to the TOP team
 - c. Post is sorted and distributed to both staff and cast, ensuring that deliveries are logged and distributed by informing the relevant persons of their arrival.
 - d. Cast signing in and enquiries are dealt with in a timely fashion
 - e. All visitors and Contractors are signed in correctly and have been issued with an access pass where appropriate.
 - f. The Fire Panel is monitored at all times, this includes providing training to ensure the Box Office show teams are also fully trained to manage this throughout the evenings and weekends.
 - g. Invacuation and Evacuation training is maintained for the Box Office team, with regular drills to be undertaken alongside the Technical and Front of House departments.
7. To ensure that all hazards and maintenance issues are identified and reported to the Front of House Manager and Technical Manager. You will also demonstrate you are committed to Health & Safety by leading by example.
 8. To be an active member of the Senior Management Team, attending meetings as required including preparation of weekly information for management meetings.
 9. Be a designated 1st Aider and Fire Marshall. Training will be provided.
 10. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a “protected characteristic” and within the framework of equal opportunities.

Personal Development:

1. Ensure personal mandatory training is up to date
2. With the help of the Theatre Manager, review own work against the requirements for the role and identify any development areas
3. Alongside the Management Team, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

PERSON SPECIFICATION

Position Title:	Box Office Manager	Date Prepared:	11.05.2022
Department:	Box Office		

AF= Application Form		I = Interview		T= Test	
	REQUIREMENTS	Essential	Desirable	Assessed	
1.	EXPERIENCE AND KNOWLEDGE				
1.1	Demonstrable experience of working as a box office manager in a busy ticket sales outlet in an London arts environment.	✓		AF	
1.2	Good working knowledge of computerised ticketing systems and the ability to extract data from the customer records management database (CRM), including demonstrable knowledge of administration of system users, till allocation and fault-finding.	✓		AF/I	
1.3	Experience of effective use of staff resources for efficient service delivery, including the required recruitment and training of the team	✓		AF/I	
1.4	Excellent communication skills and a good telephone manner	✓		AF/I	
1.5	Up to date knowledge of data protection requirements	✓		AF/I	
1.6	Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks.	✓		AF/I	
1.7	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.	✓		AF/T/I	
1.8	Experience of working with ticketing agents within London	✓		AF/T/I	
1.9	Experience of liaison and relationship management with external producers, marketing and PR companies	✓		AF/T/I	
1.10	Have knowledge of Health and Safety requirements relating to the Box Office setting, including experience of training the team in Fire Evacuation/Invacuation procedures.		✓	I	
1.11	Willingness to work evenings, weekends and public holidays as required.	✓		AF/T/I	
2.	COMPETENCIES				
	DECIDING AND INITIATING ACTION				
2.1	<ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity 	✓		AF/I	
	LEADING AND SUPERVISING				
2.2	<ul style="list-style-type: none"> a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre 	✓		AF/I	
	RELATING AND NETWORKING				
2.3	<ul style="list-style-type: none"> a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels 	✓		AF/T/I	

	d. Manages conflict e. Uses humour appropriately to enhance relationships with others			
2.4	CREATING AND INNOVATING a) Produces new ideas, approaches or insights b) Creates innovative products or designs c) Produces a range of solutions to problems d) Seeks opportunities for organisational improvement e) Devises effective change initiatives	✓		AF/I/T
2.5	ANALYSING a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a a) much larger system.	✓		AF/I
2.6	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way a) e. Consistently achieves project goals	✓		AF/I
2.7	ENTREPRENEURIAL AND COMMERCIAL THINKING a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value	✓		AF/I
3	EDUCATION AND TRAINING			
3.1	A minimum of 5 GCSE grade A*-C passes, including in English and Maths	✓		AF
3.2	Further level education in event management, theatre management or performing arts		✓	AF
3.3	Fire & Evacuation training		✓	AF
3.4	First Aid at Work qualification		✓	AF
3.5	Experience of using Spektrix or similar Box Office Systems	✓		AF

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