

Job Description

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| Job Title: | Deputy Box Office Manager |
| Hours: | 40 hours per week |
| Salary Band: | £27,000 to £30,000 per annum |
| Reports To: | Box Office Manager |
| Responsible For: | Sales Advisers |

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 Kate Bonyngé at careers@theotherpalace.co.uk. Please include your current notice period (if any) and when you would be available to start.

Please note interviews will be held on a rolling basis so please do not hesitate to apply.

If you have any questions or would like more information about the role, please email careers@theotherpalace.co.uk including the role you are enquiring about and the relevant person will be in touch.

The deadline for applications is 6pm Monday 25th August.

Main Purpose

The Other Palace is looking for a motivated and enthusiastic Deputy Box Office Manager to help provide an efficient and effective welcome desk operation with the sales team as well as running the day-to-day ticket sales services. The welcome desk provides a warm greeting and ticketing sales support and help with enquiries for audiences and visitors as well as administration support to departments, contractors and visiting performers. The welcome desk also has fire alarm panel monitoring duties. The key elements of the role include:

- Deputise for the box office manager and assist with 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.
- To greet all visitors and audience members with first-class customer service providing a warm, friendly and helpful welcome to the venue.
- To develop high proficiency in our ticketing software Spektrix: providing a high standard of ticket sales service, producing reports, and accurately capturing and entering customer data, as well as undertaking analysis as requested to fully understand audience characteristics and demographics.
- 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 advisers 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.

Responsibilities include:

1. To support the rotas and scheduling of the department, to always ensure suitable staff cover for the welcome desk and back office, effectively and fairly utilising the team whilst ensuring suitable breaks and working within budgets.

2. To support the box office manager with the upkeep and use of Spektrix, including integration and communication with 3rd party ticket agents, maintenance and upkeep of physical box office equipment including ticket printers, PDQ machines etc. Ensuring that all customer data is kept in a suitable format and securely in line with our GDPR and Data protection policy.
3. 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 reporting and undertake data analysis as requested.
4. To manage the internal switchboard phone system, including ensuring that incoming calls are answered promptly and that the Welcome Desk routes calls to the right department promptly and politely.
5. To assist with coordinating all ticket requests, including press, staff, competition winners, VIP complimentary tickets in addition to contributing to dynamic pricing strategies and supporting the marketing team with pricing structures and strategies as required.
6. Develop a strong working relationship with all other departments and senior managers, supporting events, projects, and programmes in other departments.
7. To ensure that all hazards and maintenance issues are identified and reported to the Front of House Manager and/or Technical and Buildings Manager. You will also demonstrate you are committed to Health & Safety by leading by example.
8. To greet all visitors with or without appointments and deal with their enquiries professionally and efficiently when working at the Welcome Desk.
9. Act as first point of contact for Friends and Best Friends, communicating with these important customers to issue invitations to events and collate responses, and any other tasks as directed, always ensuring this database is managed with diplomacy and exemplary service.
10. Monitor the Fire Alarm Panel and alert the Duty Fire Marshal should the need arise; monitor access to the building outside of performance times when on the Welcome Desk.
11. Work closely with the Front of House Manager to ensure the effective day to day running of the venue, including supporting the General Manager with the safety and security of the building, implementing, and training the Welcome Desk team on 'invacuation' and evacuation procedures and always ensuring first-class building presentation.
12. Ensure the smooth operation of the Welcome Desk team including training and information, handbooks and procedure guides, department communications, leading department staff meetings, appraisals, and staff development.
13. You will create a culture of pride in the workplace by always ensuring clean and well-presented public spaces within the building.
14. Ensure that the Welcome Desk attendants take and distribute messages, forward emails as appropriate and maintain an efficient internal communications system including sorting and distributing incoming and outgoing mail as required. Receive and sign for parcels, special delivery items and packages that arrive during the day. Ensure that deliveries are logged and distributed by informing the relevant persons of their arrival.
15. Be a designated First Aider and Fire Marshall. Training will be provided if necessary.

16. Liaise with technical team to ensure all accessibility measures are in working order, e.g. accessible seating, hearing loops and evacuation chairs.
17. Communicate with the Front of House department regarding access bookings, and any special provisions.
18. Monitor the CCTV system during shift hours and ensure the Net2 Door Access system is updated for correct opening times as required.
19. 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 Box Office 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

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| Position Title: | Deputy Box Office Manager | Date Prepared: | 06.10.21 |
| Department: | Box Office | | |

| AF= Application Form I = Interview T= Test | | | | |
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| | REQUIREMENTS | Essential | Desirable | Assessed |
| 1. | EXPERIENCE AND KNOWLEDGE | | | |
| 1.1 | Demonstrable experience of supervising a sales team, ideally within a theatre / arts / performance venue. | ✓ | | AF/I |
| 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 | Excellent communication skills and a good telephone manner | ✓ | | AF/I |
| 1.4 | Up to date knowledge of data protection requirements | ✓ | | AF/I |
| 1.5 | Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks. | ✓ | | AF/I |
| 1.6 | Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries. | ✓ | | AF/I |
| 1.7 | Experience of general administration duties in an office environment | ✓ | | AF/T/I |
| 1.8 | Willingness to work evenings, weekends and public holidays as required. | ✓ | | AF/T/I |
| 1.9 | Experience of general administration duties in an office environment | | ✓ | AF/T/I |
| 1.10 | The ability to multitask in a busy environment and excellent Microsoft office skills | ✓ | | I |
| 2. | COMPETENCIES | | | |
| | DECIDING AND INITIATING ACTION | | | |
| 2.1 | 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 | 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 | a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the | ✓ | | AF/T/I |

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| | organisation c. Relates well to people at all levels 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 |