JOB DESCRIPTION

BOX OFFICE MANAGER
Responsible to: Marketing & Audience Development Manager

Principal Function
To manage the Box Office team to provide excellent service by telephone, in-person and online to Derby Theatre customers. To ensure all team members are knowledgeable about and champion the work of Derby Theatre. To ensure data is captured accurately and effectively using the ticketing system (Spektrix). To provide excellent customer service to visiting companies, and to liaise with and work alongside other Derby Theatre departments.

To analyse and report on data held within Spektrix to allow a greater understanding of Derby Theatre’s audience and patterns of behaviour. To work with the Marketing and Audience Development Manager to reach financial and audience development targets on productions and across seasons of work.

Key Responsibilities

Managing Box Office
- Ensure the efficient and effective operation of Derby Theatre Box Office
- Ensure Derby Theatre Box Office operates in accordance with policy, procedure, marketing strategy and general good practice
- Ensure the Box Office delivers the highest possible standard of customer service
- Notify Box Office Staff and ticket agents of any cancelled performances, or amended performance times. Ensure customers are contacted promptly, courteously and efficiently
- To work with associated third parties in line with Derby Theatre’s Data Sharing Agreement
- To increase levels of agency sales through the Box Office system

Staff Management
- Line manage the Box Office staff team
- Prepare staff rotas and respond to sick leave cover and emergency staffing issues
- To be aware of programming and key marketing activity so that the Box Office is adequately staffed during busier periods
- Train new staff and ensure existing staff are adequately trained. Arrange or deliver training as necessary
- Communicate effectively with the Box Office staff and ensure they are fully briefed on seasons of work
- Provide the Box Office staff with all support necessary to enable the proper performance of their duties
- Carry out appraisals and recommend development opportunities

Ticketing System (Spektrix)
- To manage the set-up of all performances, good and services within the system to given deadlines
- Liaise with Senior Management Team and Marketing Department to ensure event details
are completely accurate before tickets are made available for sale
- Prepare daily and weekly sales reports and further reports as needed by other Derby Theatre departments
- Identify opportunities within reporting that will inform management of future sales; work with system providers to design new reports as needed
- To analyse data within the ticketing system to identify key trends, booking patterns and customer preferences
- To work with the Marketing and Audience Development Manager to maintain ticket yield
- To work with the Marketing and Audience Development Manager to analyse ticketing system data to inform future Audience Development planning and future programming decisions

Accounting
- Record weekly sales and matured payment reports. Weekly reconciliation of advance ticket sales. Prepare capacity reports
- Reconcile SOLT Theatre Token redemptions and sales. Process payment to SOLT.
- Record bank receipts
- Investigate chargebacks in conjunction with the Finance Officer
- Review the weekly ticket reconciliations provided by the Box Office. Investigate and resolve any issues which may have arisen with advance Box Office providers and ticket agents
- Provide additional accounting reports as required

IT systems
- Liaise with the system support providers to ensure day to day provision of efficient IT systems and telephony in the theatre. Support and communicate with theatre staff in relation to IT and telephony issues
- Co-ordinate the on-site activities of the system support providers
- Seek approval for the purchase of new equipment or software. Process orders and oversee delivery and installation

Industry knowledge
- Ensure that knowledge of the ticketing system and its application is maintained and regularly updated
- Utilise the resources available from Spektrix
- Maintain a dialogue, through networking and training events with Spektrix system users in other organisations

General
- To attend weekly Marketing & Sales department meetings
- To attend weekly Operations meetings
- To support the work of the Marketing and Audience Development team through reporting and customer behaviour analysis
- Administer and manage School and Group bookings to proactively increase the take up from these groups
- Agree restricted view and any other special attribute seats with Artistic Director, Executive Director, Marketing, Production and Producers
- Respond to audience and producer feedback and respond to or action emails sent to tickets@derbytheatre.co.uk
- Co-ordinate provision of ticket stock
- To carry out other duties consistent with the role of Box Office Manager

PERSON SPECIFICATION
- Two years’ experience in a similar theatre Box Office environment.
- Experience of supervising a team of sales staff
- Knowledgeable and passionate about the work of Derby Theatre
- Enthusiastic team worker with excellent interpersonal skills
• Imaginative sales person, able to inspire and see through ideas generated by their colleagues
• Able to offer a consistently excellent level of customer care (minimum experience of one year in similar role)
• Able to organize and prioritise their workload in order to maximise efficiency and performance
• Adept at problem solving
• Able to make quick decisions whilst maintaining high standards of accuracy
• Skilled in oral and written communication
• Computer literate, familiar with PCs and Microsoft Office programs
• Experience with databases and/or client record management systems as means of capturing, analysing and using data.
• Invested with the diplomatic skills to recognize and address the unique needs of a wide range of customers, VIPs, other staff and visiting companies
• Commitment to supporting the learning and educational programmes at Derby Theatre.

Salary: £21,715 dependent on experience

Holiday (pro rata): 28 days per annum, rising to 33 days over five years, incl public holidays

Main place of work: Derby Theatre

Hours per week: 39 (to include some evening and weekend work) TOIL will be applicable for any hours worked over 39

Probationary period: Appointment will be subject to satisfactory completion of a six month probationary period

Notice: Two months

Pension: The Company operates the NEST Pension scheme that all staff employed for three months or more are eligible to join.

DBS: A Disclosure & Barring Service (DBS) clearance is required for this post.

For further information of how to apply and to download an application form please visit: www.derbytheatre.co.uk/jobs

Completed applications should be sent to: jobs@derbytheatre.co.uk

Closing date for applications: Wednesday 11 May 2016, midday.

It is anticipated that interviews will take place on Tuesday 17 May.