

## BOX OFFICE MANAGER

<b>Job title</b>	Box Office Manager
<b>Location</b>	The Kenton Theatre, 19 New Street, Henley on Thames RG9 2BS
<b>Position reports to</b>	Theatre Manager
<b>Responsible for</b>	Box Office assistant and Front of House Volunteers
<b>Contract type</b>	Part time. Permanent
<b>Hours</b>	12 hours per week
<b>Salary</b>	From £9360 p/a
<b>Annual Leave</b>	28 days per annum (pro rata) including Bank Holidays (rising by one day per year of service to a maximum of 33 days)
<b>Probation period</b>	Six months

### ABOUT THE KENTON

The Kenton is a charity and stunning Georgian venue which first opened in November 1805 and is one of the oldest working theatres in the UK. Seating 240, the theatre today offers a varied programme of music, drama, dance, talks, comedy and family work and is regularly hired by a number of community groups and private events. Boasting over 230 performances a year with an annual income of £500k.

### THE ROLE

The Box Office Manager is responsible for the smooth and effective running of the Box Office and managing the team of 80 Box Office Volunteers and the Box Office Assistant. They will oversee and deliver the sales and ticketing operation, inspiring and motivating the Box Office team to deliver the highest level of customer service. They will maximise the use and implementation of the Box Office's system Spektrix

### KEY RESPONSIBILITIES

#### Box Office Management

- Maintain the Box Office as a friendly and welcoming environment for visitors to the venue, ensuring the Front of House areas are tidy and presentable at all times.
- Enthuse the team to deliver the best service possible by motivating, monitoring, and inspiring everyone to work as a team.
- Manage the Box Office Assistant and ensure the Box Office volunteers are adequately supported.

- Ensure the Box Office is staffed appropriately, including carrying out shifts on the Box Office.
- Preparing and managing Box Office volunteer rotas and responding to sick leave cover and emergency volunteer issues.
- Manage all administrative ticketing processes to ensure events are put on sale in a timely manner and with accuracy, including liaison with producers, event promoters, hirers and external agencies.
- Provide an efficient and productive booking system for the public, including counter, phone and online sales.
- Allocate and record vouchers to prize winners.
- Update and develop the website as required.
- Set up weekly sales reports, post show sales reports for settlements and other reports as required.
- Set up and ensure the correct administration and monitoring of ticketing offers and deals.
- Process and manage complimentary ticket requests, making sure procedures and systems are well maintained. This includes press, company, venue, and staff comps.
- Assist in the processing of Friends Membership scheme purchases.
- Oversee the Box Office email account and phone line and deal promptly with enquiries.
- Ensure all Box Office information, such as concessions policies and opening hours, are accurately and appropriately publicised via the website and recorded phone announcements.
- Be the first point of contact for feedback around refunds and exchanges, to include helping with complaint resolution.
- Be the main contact for group bookings including school bookings and develop initiatives to increase group booking in conjunction with the Marketing Manager.
- Act as the Box Office system manager, including the configuration of events, cleaning and maintaining the database, installing updates, designing new reports, creating new facilities, fixing technical problems and liaising with the system provider and other suppliers.
- Complete the relevant accountancy procedures, accurately recording the daily Box Office takings and dealing with discrepancies as required.
- Act as the data controller and ensure that all members of the Box Office team are trained in issues around data protection and apply these when taking bookings.
- Maintain stock levels of tickets, stationery and publicity material, ensuring stocks are ordered in line with business needs.
- Monitor ticket sales and communicate any concerns to the Marketing Manager.
- With the Front of House Operations Manager, manage, promote and sell the theatre's merchandise range and work with the wider team on the pantomime merchandise collection.
- Refresh and develop the Box Office Handbook.
- Develop additional use of our ticketing system, Spektrix, to increase ticket sales, improve customer experience and quality of customer data we hold.
- Develop our accessibility programme in relation to access to ticketing.

## **Marketing and Communications**

- To work with the Theatre Manager and Marketing Manager to provide meaningful insight into audience characteristics to maximise revenue.
- To implement a customer relationship management programme in association with the Marketing Manager to increase customer retention, loyalty and frequency/volume of tickets purchased.
- To provide regular reports from Spektrix as required.
- Interrogate Box Office information to identify key customer segments, trends and purchasing patterns, and provide recommendations of ways this can be interpreted to inform marketing activity and tailor communication to customer needs.
- To undertake ongoing audience and market research in partnership with the Marketing Manager.
- Prepare data for direct marketing campaigns in line with the direct marketing schedule and evaluate the effectiveness through analysis.

## **PERSON SPECIFICATION**

### **The successful candidate will have:**

- Proven experience in leading customer-facing teams and delivering high standard of customer service.
- Experienced in volunteer management.
- Experience of working in a box office in a similar industry.
- Knowledge of Spektrix ticketing software system (or similar), including ticketing and event set up.
- Experience of using an event management system such as Artifax.
- Knowledge of website maintenance using content management systems.
- Knowledge of arts marketing.
- Experience of cash handling.
- Strong analytical and reporting skills.
- Ability to work independently and within a busy team, and to manage, train and motivate other colleagues.
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- Excellent verbal and interpersonal communication skills and good written communication skills.
- High level of IT literacy (MS Office).
- Strong attention to detail.
- Good administrative skills with the ability to maintain systems and records.
- Strong organisational, time management and prioritisation abilities, working effectively under pressure and having the flexibility to adapt quickly to demands.
- A genuine passion for the arts and live events.

- Flexibility in relation to duties and working hours, which will include evenings and weekends.

### **Application Process**

Please email a CV and cover letter to: [recruitment@kentontheatre.co.uk](mailto:recruitment@kentontheatre.co.uk) ensuring that **Box Office Manager** is included in the subject line.

For further information please contact Hannah Jones, Theatre & Board Administrator, at [recruitment@kentontheatre.co.uk](mailto:recruitment@kentontheatre.co.uk)

Deadline for applications: Friday 27 September at 5pm  
In-person interviews to take place: w/c Monday 30 September