

Job Description

Box Office Supervisor, The Stoller Hall & Chetham's

Starting salary: c. £20,000 p.a. pro rata
17.5 hours per week

Two year fixed term contract subject to annual performance appraisal, reviewable and extendable by negotiation.

Responsible To: Marketing & Communications Manager and General Manager

Hours of work: 17.5 hours a week – Monday to Friday, 12.30-4pm

Holiday Allowance: 20 days per year plus bank holidays, pro rata

Notice Period: 1 month

CONTEXT:

The Stoller Hall at Chetham's School of Music in Manchester is an £8.7m concert hall, opened in 2017. Its 482-seat auditorium boasts a state-of-the-art acoustic perfect for a variety of artists and ensembles across many genres; for chamber orchestras, choirs, chamber music and recitals plus an adventurous programme of jazz, folk, pop, comedy and spoken word as well a range of conferences and events. The Stoller Hall Box Office also supports concerts by professional artists and School students in the 100-seat Carole Nash Hall, and occasionally at venues offsite.

PURPOSE:

The Box Office supervisor will lead the day to day operations of the Box Office service for The Stoller Hall, processing customer orders, managing audience data, and liaising directly with promoters to set up shows, pricing, discounts, guest lists and agency allocations. S/he will also support casual cashiers by ensuring that the information provided to them on shows is accurate and up to date, by maintaining training and reference resources, delivering training and support sessions, and ensuring the Box Office is well resourced with stock, float and other requirements.

The Box Office is operated through Ticketsolve. The Box Office Supervisor will work closely with the Marketing Manager, General Manager and Production Manager to ensure that all events are placed on sale on schedule and with scrupulous attention to detail, whilst exploring options to consistently improve and develop the efficacy of the platform and the potential to increase revenue and improve customer experience through both ticketing and secondary spend.

KEY RESPONSIBILITIES:

The Box Office supervisor will:

1. Act as a point of sale for customers on a daily basis, providing a telephone and counter sales service
2. Support customers requiring additional assistance, such as school parties, individuals with additional access needs, and group bookings
3. Set up events in the Box Office system based on information provided by the Marketing, Production and General Managers, occasionally liaising directly with promoters to clarify details or specific requirements
4. Ensure changes or updates to event information are promptly shared with relevant colleagues and audiences through Ticketsolve and website listings
5. Collate and manage press tickets, guest lists, student and staff tickets
6. Coordinate external sales through ticket agencies and partner venues, and process markbacks and external income
7. Maintain accurate records of programme sales, merchandise and other income, and handle cash in line with financial systems
8. Ensure accurate information is provided clearly and reliably to customers and casual Box Office staff
9. Maintain training resources and support new Box Office staff through training and shadowing, and oversee changes to the Box Office rota
10. Maintain the customer database, handling all customer data with sensitivity, accuracy and awareness of GDPR regulations
11. Support the production of financial reports and information on audience demographics
12. Consistently seek to improve customer service and income generation by exploring new ways to promote ticket sales, secondary spend and donated income through the Box Office and its systems

GENERAL RESPONSIBILITIES

The Box Office Supervisor will:

1. Promote Chetham's in a positive and professional manner at all times;
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation;
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document);
4. Undertake any training necessary to meet the requirements of the post;
5. Adopt a flexible approach to working hours as required by the business;
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary;
7. Be open to new ideas, understand the need for change and be willing to adapt;
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences;
9. Be responsible for his/her personal presentation, health and physical fitness;
10. Maintain a high level of attendance;
11. Take all possible steps to ensure a safe working environment for self and other.

PERSON SPECIFICATION: BOX OFFICE SUPERVISOR

Essential

1. Substantial experience of working in a Box Office setting, including direct sales, group bookings and access support
2. Understanding of ticketed event set ups in seated and unseated venues, including agency sales, discounting and promotions
3. Scrupulous attention to detail, ensuring accuracy across all financial transactions, event set ups and in the use of customer data
4. Awareness of current data protection legislation and GDPR
5. Good understanding of and enthusiasm for music and performance across all genres
6. Superb customer service skills and ability to communicate in a calm and positive manner with a range of audiences, whether in person, by telephone or by email
7. Highly organised and motivated, able to work to multiple deadlines and to prioritise workloads calmly and effectively
8. Ability to work confidently across a range of standard PC software and venue-specific systems including Artifax, Wordpress and other relevant software
9. Experience of leading and motivating a team and of directly supporting others
10. Commitment to personal and organisational improvement and development

Desirable

11. Experience of the Ticketsolve system
12. Specific knowledge of and enthusiasm for classical music
13. Experience of setting up events, liaising with external agencies and promoters, and managing discounts, promotions and guest lists
14. Experience of producing written training resources and 'handbooks'
15. Awareness of how the Box Office can support marketing, fundraising and audience relations, and a genuine interest in improving and developing systems across the organisation

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date