



T I C K E T S

DEPUTY BOX OFFICE MANAGER

JOB DESCRIPTION

STAFF MANAGEMENT

- To assist with the recruitment, management and appraisal of the box office assistants in liaison with the Box Office Manager
- Line manages the Duty Box Office Managers, in the absence of the Box Office Manager and helps lead the venue box office team.
- Provide support to on site Box Office Manager(s) to ensure all box office teams are proficient in, agency group allocations & support agency relationships.
- Provide ad-hoc Duty Support to the Box Office Manager and KX Tickets team as required.
- Provide cross-departmental support on all ticketing related issues in the absence of the Box Office Manager.

SHOW MANAGEMENT

- Working as part of a customer facing team in the day to day running of the box office.
- Maintain a thorough understanding of the show schedule, production details, ticketing prices & deals & communicate this information accurately & consistently.
- Opening & closing the box office as per the duty rota.
- Ensuring agency sales, via allocation and API, are inked in as per their callovers and final reports, marking back unsold inventory in a timely and accurate manner.
- Identifying, communicating and resolving any ticketing issues proactively & calmly.
- Assist Security & the Duty Box Office Manager with the coordination of any day sales/returns queues.
- Communicating with the Front of House team during the incoming, regarding any time critical issues, ticketing problems or relevant information in a calm, polite & collaborative manner.
- Maintain an overview of Press & VIP guests, ensuring any agreed added value experience, i.e. programmes, drinks vouchers, etc., are prepared & ready for collection with tickets.
- Helping to maximise ticket & ancillary sales & promoting the work of the Theatre & KX Tickets on an ongoing basis.
- Representing the Theatre & KX Tickets with diplomacy, discretion & courtesy, at all times & providing useful & accurate information about the Theatre's productions & facilities.
- Ensuring the presentation & security of FOH areas is monitored and maintained, reporting any concerns to the Box Office Manager.

ADMINISTRATION & FINANCE

- Work with the Ticketing Sales Management Team to ensure the daily agency allocations are prioritised & inventory is efficiently managed.
- Managing the group's inbox to ensure DMs have all necessary resources to carry out their duties.
- Liaise with Ticketing Managers in regards to group offers / new deal sheets. Ensuring cap sheets and data trackers are all up to date
- Oversee all agent finals daily, identifying and resolving any inaccuracies immediately.
- Conduct all administrative duties in line with the IT Security Policy.
- Maintain an overview of all ticketing related IT and hardware, reporting any problems to IT support.
- Ensure invoices for BACS payments are created, checked, accurately logged and sent in a timely manner.

- Ensure the efficient management of tech holds, accessible seating, wheelchair spaces, house seat comps & company tickets.
- To produce all work to a high standard of accuracy.
- Circulating the State of House Report in a timely manner, ensuring all information is accurate.

THIRD PARTY RELATIONSHIPS

- Develop and maintain positive relationships with ticketing agents and our contact centre partner.
- Liaison with the Ticketing Sales Managers and Box Office Manager, re sales initiatives and offers and communicating this to the box office team in the absence of the Box Office Manager.
- Actively promote integration with venue teams including attendance at the venue OPS meetings.

CUSTOMERS, ACCESS & EDUCATION

- Maintain high standards of Box Office customer service delivery at all times & contribute to the ongoing auditing of the 'audience experience'
- Liaison with the venue management team on accessible performances.
- Ensure all customer feedback is audited centrally within the venue management team (including feedback via 3rd party agents).

HEALTH & SAFETY

- Contribute to a positive H&S culture throughout all activities and duties.
- Ensure all duties are conducted in accordance with H&S policies and systems of working, reporting any breaches to the HOD.

GENERAL

- Undertaking other duties as reasonably required.
- To deliver payroll and rota updates when necessary.
- Taking a lead on the groups inbox to ensure smooth operations
- Liaise with Ticketing Managers in regards to group offers / new deal sheets.
- Ensuring cap sheets and data trackers are prepared accordingly for on sale dates.
- Ensuring reservations and data relating to groups bookings are being accurately kept and ensuring DMS are following expected standards (liaising with Customer service manager for this).
- Being on hand to answer queries from DMs relating to groups
- Assisting with group requests and confirmations when there is a large volume of requests (particularly onsale dates)

PERSON SPECIFICATION

REQUIRED:

- Experience of managing a team in a commercial arts or events environment.
- Experience of brokering positive relationships with ticketing agents
- Understanding of GDPR Compliance good practice
- Significant experience of ticketing systems, preferably Nliven
- Experience & knowledge of delivering accessible services
- An organised, flexible approach to day to day responsibilities
- A creative and resourceful approach to problem solving
- Collaborative & communicative in all activity
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Exemplary communication skills
- Minimum 3 years box office experience.
- Previous supervisory experience.
- Previous experience within a theatre or arts venue.

DESIRABLE:

- Ticketure ticketing system or similar programs
- Valid First Aid qualification
- Understanding of Employment Law best practice
- Interest in theatre & the arts

TERMS

- Reports to: Box Office Manager
- Full time

- Variable shift pattern Monday to Friday with evening, weekend & Bank Holiday working as required
- 6 weeks notice period
- £38,833.60 pa