



COVER DUTY BOX OFFICE MANAGER JOB DESCRIPTION

SHOW MANAGEMENT

- Duty Managing the Box Office in the absence of the Box Office Manager.
- Provide in-person support to the Box Office & Front of House team regarding time critical issues, ticketing queries and providing relevant show information.
- Complete and oversee Box Office opening and closing procedures.
- Ensure any ticketing issues that are documented on the Front of House report are reviewed, resolved & communicated.
- Liaise with the Front of House Manager & Duty Manager regarding communication requirements between Front of House & Ticketing for live events & shows.
- Assist the Theatre Management team by enforcing and upholding all relevant policies and procedures, in particular those relating to relevant health and safety.

MANAGEMENT

- Ensure the happiness and well-being of the on site Box Office team.
- Drive and lead by example in the up-selling of all products and maximise sales, exceeding set targets.
- Ensure compliance with PCI DSS & Data Protection requirements & the Information Security Policy. Provide cross-departmental support on all ticketing related issues.

ADMINISTRATION & FINANCE

- Prepare daily state of house, box office and producer reports as directed by the KX Tickets Management team. Communicate clearly with the Front of House team regarding any incoming groups, school groups or access patrons.
- Produce & distribute sales reports as directed by the KX Tickets Management team.
- Manage tech, producer, press, theatre, dynamic pricing and access holds in liaison with producers and the KX Tickets management team.
- Ensure the efficient management of producer comps & company tickets in liaison with producers and the KX Tickets Management team.
- Maintain a clean & accurate customer database, ensuring a high rate of data capture to provide intelligent insight.
- Ensure that all customer sales access points facilitate a consistent & sales-focused experience. This should result in customers finding the process easy-to-use via all sales channels including websites, agents, telephone calls, on site box offices & pop up booths.
- Manage ticket stock & ensure adequate office supplies are available.
- Maintain an overview of all ticketing related IT and hardware, reporting any problems to the KX Tickets Management team.
- Work with the KX Tickets Management team to ensure the agency group allocations are prioritised & inventory is efficiently managed.
- Produce all administrative work to a high standard of accuracy.

THIRD PARTY RELATIONSHIPS

- To maintain positive relationships with ticketing agents to ensure revenue & the event profile is maximised for each performance.
- Take responsibility for any daily agent allocations, mark backs and ensure accurate reconciliation.
- To Liaise with the KX Tickets Management team, producers, venue management, marketing agencies & press associates regarding press events, VIPs & one off events.

CUSTOMERS, ACCESS & EDUCATION

- Processing any on the day sales over the counter.
- To be knowledgeable and helpful for all customers, resolving issues quickly and effectively.
- Maintain high standards of Box Office customer service at all times & help create a friendly & positive environment.
- Ensure daily access bookings are suitable for the customers needs and documented clearly. Communicate any access bookers & their needs to the Front of House and venue teams.
- To Liaise & support the venue management team on accessible performances.
- Ensure daily group bookings are documented clearly, working alongside the venue team to ensure their visit is safe, well coordinated and enjoyable.
- Ensure all customer feedback is audited centrally through the KX Tickets Management team (including feedback via third party agents).

HEALTH & SAFETY

- To contribute to a positive Health & Safety culture throughout all activities & duties.
- Ensure all duties are conducted in accordance with Health & Safety policies & systems of working, reporting any breaches to venue management.

GENERAL

- To undertake any other duties as reasonably required.

PERSON SPECIFICATION

REQUIRED:

- Understanding of Data Protection & PCI DSS Compliance good practice.
- Previous Box Office experience.
- Experience in using ticketing systems, preferably Nliven and Ticketure.
- Experience & knowledge of delivering accessible services.
- An organised, flexible approach to day to day responsibilities.
- A creative and resourceful approach to problem solving.
- A collaborative & communicative approach to working.
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Excellent communication skills.

DESIRABLE:

- Experience with Nliven and Ticketure ticketing systems.
- Valid First Aid qualification.
- Interest in theatre & the arts.
- Previous supervisory experience.
- Previous experience within a theatre or arts venue.

TERMS

- £18 p/h.
- This role will be undertaken on a casual basis alongside the Box Office Assistant role. Any hours worked in the capacity of Cover Duty Manager will be paid at the hourly rate specified above.
- Working from multiple sites as required by the business. This includes Troubadour Wembley Park Theatre, Troubadour Canary Wharf Theatre & London County Hall Theatre.
- Regular Friday, Saturday & Sunday shifts, hours variable in line with performance schedule.