

**Southbank Sinfonia at St John's Smith Square****Interim Box-Office Manager (Fixed Term Contract – 6 months)**

**Reports to:** Head of Development and Communications

Responsible for: Welcome Desk & Sales Assistants (casual team)

**SOUTHBANK SINFONIA AT ST JOHN'S SMITH SQUARE**

Southbank Sinfonia at St John's Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra - Southbank Sinfonia, and the venue – St John's Smith Square. Now one organisation, with a unified management structure, Southbank Sinfonia at St John's Smith Square is a dynamic beacon for classical music.

**ROLE OVERVIEW**

The role of the Interim Box Office Manager is a key position within the Southbank Sinfonia at St John's Smith Square team, responsible for the running of the box office, ensuring excellent customer service, maximizing revenue across all areas and providing audience insight. Leading the box office team, this role ensures the provision of seamless and exceptional customer service. In addition the role is responsible for audience insight, providing regular reporting to feed into strategies across the organisation. The Box Office Manager reports to the Head of Development and Communications and line manages our casual team of Welcome Desk & Sales Assistants. In addition they work closely with other teams within the organization, in particular Finance and Operations.

**KEY RESPONSIBILITIES**

This is a wide-ranging role working across the entire breadth of the organisation. Your responsibilities will be varied, including:

**Team & Systems Management**

- To manage the day-to-day running of the Box Office
- To prepare the monthly rota for Welcome Desk & Sales Assistants (including daytime and evening cover), to ensure appropriate staffing levels are maintained and that the rota is managed within budget, varying staffing levels to take account of quiet and busy periods
- To cover Box Office shifts as required to fulfil the rota
- To develop procedures to ensure that the Box Office team is kept fully up-to-date with event, company and sales information
- To regularly review the Box Office ticketing policies, access policy and concessions policy
- To ensure all Box Office policies are adhered to by the Box Office team
- To regularly update the Box Office phone system with relevant messaging and timing
- To be responsible for the recruitment, induction and appraisals of all Box Office team
- Provide regular training sessions for the Box Office team

**Maximising Sales & Revenue**

- To ensure that all customer-focused fundraising campaigns are being promoted by all Box Office staff and that every opportunity to fundraise is maximised
  - To ensure that all auxiliary items e.g. programmes, merchandise, meal deals etc. are being promoted by the Box Office team and that every opportunity to maximise income is taken
- To promote upselling of all auxiliary items both online and in person via the Box Office team

**Performance Set-up and Ticket Sales**

- To set up all shows and events accurately on our ticketing system, Ticketsolve, for the sale of tickets both in person and online and to work with the appropriate departments to develop informative and timely processes to enable effective turnaround
- To ensure the accurate processing of ticket allocations, plus promoter, staff and complimentary tickets on Ticketsolve
- To effectively manage pricing, discounts, concessions and ticket allocations in line with company policy to maximise ticket yield and audience development targets
- Through data analysis, identify and maximise potential sales opportunities, with the support of the wider Development & Communications team
- To ensure that the Box Office team is aware and informed of marketing and sales targets, promotions and special offers and other marketing and development initiatives

**Audience Insight and Reporting**

- With the Head of Development and Communications, track audience development targets and KPIs in line with our audience development plan
  - To be the main source of information on our current and potential audiences, using data to continually review and evidence audience needs
- Present research findings in meetings as necessary, in a manner which is accessible, clear and compelling
- To provide members of the Senior Management Team with daily/weekly sales and analysis reports to help better inform targets, sales patterns and sales comparisons
  - To provide promoters/hire clients with daily/weekly sales and analysis reports as required
  - To provide regular audience data and sales analysis to help inform marketing campaign planning, strategies and the organisation's business planning
  - To provide data and sales reporting for funder reports

**Customer Service**

- To deliver the highest standard of customer service, working with the Front of House Manager
- To work with the Head of Development and Communications to ensure that all staff share the same aspiration to provide the highest standards of customer service through ongoing training, monitoring and evaluation

**Box Office Infrastructure**

- To administer and manage the ticketing system, Ticketsolve, in line with company policy and 'best practice' procedures
- To be our day-to-day point of contact with Ticketsolve
- To ensure regular maintenance and service of all equipment in the Box Office including but not restricted to ticket printers and PDQs
- To ensure the accurate capture of customer data on Ticketsolve
- To be familiar with latest Data Protection legislation and ensure that the company always operates in line with current laws.

**Administration & Finance**

- To liaise with hirers regarding ticket sales and ticket set-up where appropriate
- To liaise with the Finance team and provide ticket sales data and commission figures for invoicing purposes
- To keep an accurate record of ticket stock and supplies required by the Box Office, ordering as required

**General**

- To adhere to our Equality Policy, Diversity Action Plan and any other policies or plans we may introduce in the future
- To act at all times in the best interests of Southbank Sinfonia at St John's Smith Square
- To undertake any other duties as is appropriate to the post and as mutually agreed with the Head of Development and Communications

**PERSON SPECIFICATION**

Southbank Sinfonia at St John's Smith Square is able to achieve all it does thanks to a dedicated, hard-working team. Within this, each colleague plays a singular role, vital to the organisation. We are now looking for someone who is, first and foremost, excited and inspired by our work.

We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities above.

We are seeking someone with enthusiasm for systems, customer service and live performance. You should be prepared to work in a busy arts organisation with a willingness and ability to complete your tasks with efficiency.

**Essential**

- Experience of off- and on-line tickets sales and working in a box office
- Experience of working with ticketing system(s) in an administrator's capacity
- Experience of setting up shows for sale on a ticketing system
- Experience of maximising all aspects of income within a box office environment
- Experience of dealing with members of the public in a customer focused environment
- Experience of reconciliation and banking procedures

**Desirable**

- Experience of managing a team
- Experience of producing data analysis and sales reporting to support an organisation's business objectives
- Experience of sales and financial reporting
- Knowledge and understanding of the arts and more specifically, classical music

## **SALARY AND TERMS OF EMPLOYMENT**

Full time

Salary: £28,000

This is a fixed term contract for six months – we will be recruiting for a permanent role during that time to which this post-holder would be welcome to apply.

Hours: 40 hours per week (including some evening and weekend working where required), with TOIL scheme for additional hours.

Annual Leave: 25 days per annum plus statutory bank holidays

Start date: As soon as possible

Location: Southbank Sinfonia at St John's Smith Square's base and offices are at St John's Smith Square, London, SW1P 3HA and 4 Millbank, London, SW1P 3JQ. Whilst a frequent presence in the office will be required, the role can be undertaken flexibly with a day or two per week working from home. You may also be asked to work outside office hours and in other locations from time to time as required.

## **HOW TO APPLY**

The closing date for applications is **noon on Monday 13th June**.

We will be processing applications as they are received and may appoint before the deadline if a suitable candidate is identified.

To apply for this position, please complete our application form and equal opportunities monitoring form and send it to Barbara Wołczek [barbara@sjss.org.uk](mailto:barbara@sjss.org.uk) by closing date.

Interviews for shortlisted candidates will take place in person on **Thursday 16<sup>th</sup> and Friday 17<sup>th</sup> June**.

If you would like to find out more about the role or would value an information conversation about how it may suit you at this stage in your career, we would be very happy to hear from you. Please contact Marina Abel Smith, Head of Development and Communications – [marina@sjss.org.uk](mailto:marina@sjss.org.uk)

If you do not live or work in Greater London, Southbank Sinfonia at St John's Smith Square will contribute towards travel expenses incurred in attending interviews only if agreed in advance. In exceptional circumstances, initial interviews may be conducted via Microsoft teams. If you are invited for an interview and would like to claim travel expenses, please mention this when your interview is being arranged. Please note that a request to claim travel expenses will not affect decisions about whether to invite you to an interview.

## Equality Monitoring

Southbank Sinfonia at St John's Smith Square strives to be an Equal Opportunities employer to ensure that no person is unfairly discriminated against in its recruitment and selection policies and procedures. We operate a name-blind shortlisting process; your name will only be given to the interview panel at the interview stage.

To help us to ensure that our recruitment processes are fair and to achieve our aim to be an Equal Opportunities employer, we invite you to complete and return the enclosed **Equality and Diversity monitoring form**. Completion of the questions is voluntary and you can select "prefer not to say" if you would rather not answer any question. Responses are confidential: they will not be used as part of the selection process and will not be seen by the interview panel.