



JOB DESCRIPTION

Box Office Supervisor

Responsible to: Box Office & Sales Manager

Responsible for: Box Office Assistants/Receptionists (when deputising for Manager)

The Box Office Supervisor supports the day to day box office operation including the effective administration of the ticketing/online/telephone systems, daily admin and reporting, sells tickets to the general public for all events and ensures high levels of customer service.

SOUTH HILL PARK ARTS CENTRE AND THEATRE

Located in a beautiful eighteenth century Mansion house and grounds, South Hill Park is a unique and highly regarded arts centre and theatre, providing a rich mix of arts performances and activities. The venue is also the new official home for Bracknell Forest wedding ceremonies and offers a variety of opportunities for corporate or private events and hospitality such as wedding receptions, parties and conferencing. South Hill Park works in partnership with contract caterer Peas & Carrots Ltd to provide a quality in-house service. In 2019, the Mansion opened its newest function room, the Coach House a purpose built events space for all occasions.

A producing and presenting venue: music, theatre, comedy and dance, South Hill Park attracts leading professional producers, artists and local groups to form an annual performing arts programme augmented by our hugely popular in-house community productions. From life drawing classes to dance master classes, there is also an extensive range of workshops in almost everything artistic. The venue boasts two theatres, music and comedy cellar, recital room, craft workshops, three visual arts exhibition spaces and a cinema.

In the summer the grounds and buildings are taken over by a number of festivals and outdoor events – an opportunity to enjoy popular music, Shakespeare, and children’s theatre in a beautifully restored, award-winning English garden. South Hill Park produces its own Christmas pantomime and large-scale in-house Easter, October and February productions.

South Hill Park is run by an independent trust registered as a charity and is part-funded by Bracknell Forest Borough Council and Bracknell Town Council, with project support from Arts Council England and a number of trusts and foundations.

South Hill Park is a creative and vibrant place to visit and work. The staff, Board of Trustees and visitors are fiercely proud of the work and activity that takes place in the Arts Centre and passionate about the role it plays within our community – **together we inspire and enrich lives.**

JOB DESCRIPTION – GENERAL

The Box Office Supervisor is a member of the sales and marketing team and contributes to the success of the venue and the achievement of business and service targets through the supervision and delivery of the highest possible service standards. The role also supports the marketing department with effective delivery of ticketing services and marketing activity. The team consists of: Head of Sales, Marketing and Communication; Box Office & Sales Manager; Box Office Supervisor; Campaigns Officer; Marketing & Publicity Officer; Marketing Assistant; salaried and casual Box Office Assistants/Receptionists.

MAIN DUTIES AND RESPONSIBILITIES

To sell tickets for all events and support the supervision and motivation of the box office team in order to maximise sales and ensure high standards of customer service;

To support the box office team on all aspects of ticketing and related sales in liaison with the Box Office and Sales Manager;

To work closely with the Box Office and Sales Manager and the marketing department to positively and pro-actively promote the Arts Centre;

To be responsible for box office cash handling, administration and banking as required.

JOB DESCRIPTION – SPECIFIC

On behalf of South Hill Park, the Box Office Supervisor will:

Strategy

Contribute as required to the achievement of South Hill Park's objectives and targets with particular reference to achieving ticketing and hospitality sales targets.

Pro-actively support the Box office and Sales Manager to develop and maintain policy and procedures for the box office team.

Pro-actively increase the Membership by obtaining new Members and encouraging renewals.

Deputise for the Box Office & Sales Manager as required.

Operational

Take bookings over the telephone and in person and provide cover for the box office team at times of sickness and holiday as required.

In liaison with the Box Office and Sales Manager, support the effective use and maintenance of the ticketing database and routine housekeeping of the ticketing system.

Play a supervisory role in ensuring South Hill Park is a welcoming venue offering outstanding service to all visitors - this includes liaison with visiting companies.

Upselling ticket add-ons as and when required, in person and on the telephone.

Operating appropriate cash handling procedures including processing cash, cheque and credit/debit card sales for front of house, hospitality and ticketing sales.

Assist with the cashing up of all takings and report any differences at the end of the night, as well as ensuring the appropriate safe checks have been completed.

Attend team meetings and season briefings as required to ensure the team is fully informed, and attend any training sessions as required.

Ensure the customer experience is of an exceptional standard.

With the Box Office & Sales Manager, motivate, inspire, train, support and supervise the venue-based ticketing team, and ensure the box office is adequately staffed in line with business needs and within budget.

With the Box Office and Sales Manager, identify solutions to any issues that are raised and provide feedback from the box office team and general public, liaising with colleagues in other departments as appropriate.

Maximise sales revenues through the efficient and effective sale of tickets and through the on-selling and upselling of memberships, hospitality offers and events and other items as required.

Support the Box Office and Sales Manager in establishing and maintaining an efficient service for all group and school bookings.

Handle ticket requests from visiting companies, charities, promotions and the membership scheme, as well as staff according to the venue's complimentary ticket policy.

Support the Box Office and Sales Manager in the creation and distribution of accurate and consistent ticketing and sales reports for internal and external use in appropriate formats.

In liaison with colleagues, supervise the effective management of the ticketing database and undertake routine housekeeping of the ticketing system.

Alongside the Box Office and Sales Manager, work closely with the operations team to ensure effective and efficient levels of communication between departments and the general public.

Finance

Support the Box Office and Sales Manager in the implementation of robust cash-handling procedures as well as the daily banking and reconciliation of all ticketing income including the day to day management of the credit / debit card processing system.

General

- On occasion represent South Hill Park as an ambassador for the organisation at press nights, performances, meetings and events;
- Undertake any other duties as may be reasonably requested by the Box Office & Sales Manager;
- Follow and adhere to all health and safety procedures and policy;
- The post holder will dress in accordance with South Hill Park's Dress Code Policy.

Relationships

Maintain good professional relationships with:

- Staff, tutors, volunteers and members of the Board of South Hill Park;
- Bracknell Forest Borough registrars and the caterers who operate within the Mansion;
- The officers and members of Bracknell Forest Borough Council, Bracknell Town Council and Parish Councils;
- Relevant arts organisations, associations and professional bodies;
- All other individuals and organisations with whom South Hill Park seeks to work.

PERSON SPECIFICATION

	Essential	Desirable
Education	<ul style="list-style-type: none"> • A good level of education; • GCSE Grade C or above, or equivalent in Maths and English. 	<ul style="list-style-type: none"> • A' Level or FE equivalent.
Skills, Knowledge & Experience	<ul style="list-style-type: none"> • Experience in the service/retail industry; • At least a basic level of competency using Outlook, Word and Excel; • Cash handling and cash reconciliation experience; • Using a point of sale ticketing system; • Excellent customer service skills; • Well organised with good administration skills; 	<ul style="list-style-type: none"> • Previous experience using the Patronbase ticketing system; • Marketing experience; • Experience in health and safety; • Managing budgets;

	<ul style="list-style-type: none"> • Excellent communication skills when dealing with the public, stakeholders and industry colleagues. 	<ul style="list-style-type: none"> • Experience managing or training a customer service team; • Previous experience working in a theatre or entertainment venue.
Personal Qualities	<ul style="list-style-type: none"> • A proactive and positive approach to problem solving; • Sales driven; • Diplomatic, flexible and calm under pressure; • Strong focus on delivering excellent customer service; • Team player – works well with others; • Willingness to ‘muck in’; • A resilient and robust nature; • Presentable, honest, reliable and professional with an approachable manner; • Willing to work flexible hours including evenings, weekends and Bank Holidays. 	<ul style="list-style-type: none"> • Interest in the visual and performing arts; • Punctuality • A clean driving licence and own car.

CONDITIONS OF EMPLOYMENT

Salary: £18,000 per annum

Normal hours: 35 hours per week (excluding lunch breaks)
Usually five days per week on a roster basis Monday to Saturday. Some additional evening, Sunday and Bank Holiday work may be required for which time off in lieu will be given.

Holiday: 29 days paid annual leave (including public and Bank Holidays).

Pension: Enrolment into South Hill Park’s workplace pension scheme.

This post carries a probationary period of 13 weeks, during which time the notice period required by either party is two weeks. Subsequent to a satisfactory review, the notice period is increased to two months.

EQUAL OPPORTUNITIES

South Hill Park aims to be an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

TO APPLY:

Please complete the application and equal opportunity forms and submit by **09.00am on Mon 16 September. Interviews will be held on Wednesday 25 September.**

Send completed applications to:
Faye Tims, Office Manager, South Hill Park Arts Centre, Ringmead, Bracknell, RG12 7PA

Or email: faye.tims@southhillpark.org.uk