

Box Office Supervisor

SOUTHEND THEATRES

Job Description
Person Specification

April 2016

Box Office Supervisor

JOB DESCRIPTION

INTRODUCTION

HQ Theatres & Hospitality (HQT&H) is a division of Qdos Entertainment Ltd.

Qdos Entertainment is wholly owned by husband and wife entrepreneurs, Nick & Sandra Thomas. Nick created Qdos Entertainment in 1999, and remains Chairman of the company, which is now one of the largest, broad-based entertainment Groups in Europe.

Rooted in family entertainment and traditional values, Qdos Entertainment has grown both organically and through a steady 'buy & build' strategy, by acquiring businesses that complement the original model, managed by a highly experienced management team.

Qdos Entertainment, via its wholly owned subsidiary HQ Theatres & Hospitality, has a proven track record of successfully managing and operating theatres and other cultural venues, and is the UK's second-largest regional theatre and concert hall operator.

The current portfolio of 11 venues include: The Cliffs Pavilion, Southend; The Palace Theatre, Westcliff; G Live, Guildford; The Lyceum Theatre, Crewe; Wycombe Swan, High Wycombe; The Wyvern Theatre, Swindon; The Arts Centre, Swindon; The Beck Theatre, Hayes; The White Rock Theatre, Hastings; The Orchard Theatre, Dartford, The Colosseum, Watford, and from April 2016 The Churchill Theatre, Bromley.

The Company also operates an extensive range of hospitality and accommodation environments, including restaurants, cafés, bars, coffee shops and boutique hotel rooms under the brand HQ Collection. The company's freehold restaurants and accommodation businesses include the award-winning Copper Horse Restaurant and Cottages; The Mayfield Pub, Carvery and Rooms in Seamer and The Plough Pub, Restaurant & Rooms in Scalby, near Scarborough.

SENIOR MANAGEMENT STRUCTURE

Chairman: Nick Thomas

Chief Financial Officer: Jim Parry

Chief Executive Officer, HQT&H: Julian Russell

Group Marketing Director: Ian Wilson

Operations Director, HQT&H: Alvin Hargreaves

Southend Theatres Ltd is managed by the Theatre Director, **Ellen McPhillips**

LOCATION OF BUSINESS

HQ Theatres & Hospitality Limited has its headquarters office in Drury Lane, London.

The post holder will be based at **[normal place of work]**. The post holder's approved travel and other out-of-pocket associated costs will be reimbursed.

EQUALITY OF OPPORTUNITY

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

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REPORTING

Box Office Supervisors report directly to the Assistant Box Office Manager.

PURPOSE OF THE POST

Supporting the Assistant Box Office Manager in efficiently and effectively running Southend Theatres' Box Offices, supervising Box Office Clerks in line with set procedures. Play an active role in the sale of tickets and inputting customer information.

ACCOUNTABILITIES

Key Accountabilities of the Post are to:

Supervisory

1. Under the direction of the Assistant Box Office Manager, ensure all established procedures regarding cash handling, banking, sales reconciliations and financial reporting are followed.
2. Supervise Box Office staff in line with established financial procedures as determined in the Staff Handbook, Box Office Appendix and Southend Theatres procedures.
3. Ensure all non-supervisory box office staff follow established procedures regarding the operation of the computerised box office systems as detailed in the Box Office Appendix.
4. Ensure staff implement fully the principles of the Southend Theatres customer care policy with particular emphasis on creating and maintaining good customer relations.
5. Ensure all non-supervisory staff follow ticket sales and reconciliation procedures and be responsible for checking and agreeing reconciliations.

Ticket Sales

6. Using the computerised box office system, the post holder will be responsible for the sale of tickets either by telephone or to personal callers.
7. Follow established procedures regarding the handling of cash, cheques and credit card sales.
8. At the end of each shift, the post holder will be responsible for reconciling ticket sales against receipts.

OTHER DUTIES AND RESPONSIBILITIES

9. The post holder will have a direct and continuous contact with the general public and will need to have a detailed knowledge of Southend Theatres programme and facilities in order to impart accurate information as required by customers.
10. Dress in accordance with the Southend Theatres uniform policy.
11. Attend staff meetings as required.
12. Undertake appropriate staff training and development as required.
13. Any other duties as required from time to time taking into consideration the grade of the post and capabilities of the employee in HQ Theatres' service.

Box Office Supervisor

PERSON SPECIFICATION

BOX OFFICE SUPERVISOR PERSON SPECIFICATION

- Previous experience supervising, organising and instructing a team of staff
- Previous record keeping and administrative experience, following set financial and audit procedures
- Able to work effectively and positively as part of a busy and diverse team
- Experience of working under own initiative (desirable)
- Able to operate in a calm, courteous and professional manner at all times and when under pressure
- Previous experience in a telephone or Box Office sales role (desirable)
- An excellent verbal communicator, over the phone and face to face
- Numerate, with previous cash handling experience
- Previous experience of a computerised ticket sales system (desirable)
- Able to input and update data accurately and carry out administrative and financial procedures within audit and data protection guidelines
- Good keyboard and IT skills
- A flexible and positive attitude towards the Box Office operation and its business requirements
- A positive attitude towards learning and personal development
- Previous experience working in, or an interest in theatre and the arts (desirable)
- Available to work Monday to Saturday as rostered
- Available to work Sundays and Bank Holidays as required
- A flexible attitude towards occasional variation to hours of work and duties
- Willing to conform to dress code

LOCATION OF BUSINESS

HQ Theatres Limited has its headquarters office at Drury Lane
The Post-holder will be based at Southend Theatres Ltd.

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I acknowledge receipt of, and confirm my agreement to, carry out the duties described in the attached job description. I understand it is current at the date shown and that, in consultation with me, it is liable to variation by management to reflect or anticipate changes in, or to, the job.

Signed

Date

[Post Holder]

Signed

Date

[for and on behalf of Southend Theatres Ltd.]

April 16