

# Assistant Box Office Manager

## **HAYES BECK THEATRE**

Job Description  
Person Specification

January 2017

[becktheatre.org.uk](http://becktheatre.org.uk)  
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**hq**  
THEATRES &  
HOSPITALITY  
The UK's premier provider of  
live entertainment and hospitality

**The Beck Theatre, Hayes** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**The Beck Theatre** is a 600-seater venue which was purpose built in 1977 by Hillingdon Borough Council. The building enjoys a beautiful parkland aspect adjoining the Botanical Gardens and has car parking for 300.

Our venue offers a broad programme of national and international touring shows and hosts hospitality events for up to 120 guests. We also work in close collaboration with the local community and are proud to offer an extensive range of projects and activities such as production-linked events, volunteering, backstage tours, student review and work experience opportunities.

Our friendly team comprises around 20 staff, supported by a loyal group of volunteers. No two days are the same at the Beck: the venue offers a fantastic opportunity to contribute, learn and develop in a vibrant and picturesque arts and hospitality work environment.

- Employment type:** Full time
- Salary:** c. £17,500 p.a. dependent on experience, ability and potential.
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at the Beck Theatre, Hayes and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** Assisting the Box Office Manager in efficiently and effectively running the Beck Theatre's Box Office as a customer-focused proactive ticket sales operation which maximises all income opportunities; supervising in line with set procedures and playing an active role in the sale of tickets and database management.
- Our ideal candidate:** A well-presented and professional individual with drive and leadership potential who is seeking career progression within a box office environment and can demonstrate a track record of excellent customer service.
- For an informal discussion contact:** Hollie King  
Box Office Manager
- Tel no:** 0208 561 7506
- Closing date:** Friday 14 July, 12 noon.
- How to apply:** Send your CV and a covering letter to [hollie@becktheatre.org.uk](mailto:hollie@becktheatre.org.uk) Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the Box Office Manager.

The posts you will supervise in this role include Box Office Assistants.

## KEY ACCOUNTABILITIES

### Strategic

- In collaboration with the Box Office Manager, help to meet overall business, profit and service targets through understanding and implementing the venue's service vision and aims.
- Supervision and participation in proactive marketing and telephone campaigns to generate ticket sales for shows, events and hospitality functions at the Beck Theatre, and contribution to their creation.
- Develop and maintain a proactive approach in the creation and implementation of strategies to maximise income from the theatre's party bookers and groups for all shows and events including the pantomime, ensuring bookings are processed correctly, administration of booking confirmations and ensuring payment deadline are met.

### Operational

- Deputise for the Box Office Manager in his/her absence.
- Using the computerised box office system, the post holder will be responsible for the sale of tickets either by telephone or personal callers in line with the set procedures as detailed in the staff manual.
- Assist the Box Office Manager with planning, organising and co-ordinating the box office department's operation, in particular (but not limited to) supervising and/or assisting with
  - Ensure the Box Office area is tidy, well stocked with leaflets and ready for business
  - promoting good customer and staff relations
  - prompt and accurate service of ticket bookings, gift voucher sales and memberships
  - achieving and maintaining high standards of customer satisfaction
  - sharing new information with staff, emphasising particular show or event information and special promotions
- Take total operational responsibility of duties delegated by the Box Office Manager or other member of the management team, ensuring effective communication between management and staff at all times.
- Ensure correct opening and closing down procedures are adhered to for each shift
- Help to organise and proactively contribute to team, department and other meetings as required.
- Assist with running of the Premiere Card Membership Scheme so as to maximise sales and to meet agreed financial business targets.
- Assistance to the Box Office Manager with all show and event configuration and ticketing set-up on the box office system as required.
- The effective operation and routine housekeeping of the ticketing database.
- To lead and support the box office team during telesales campaigns.

- Development, implementation and monitoring of an interesting and interactive programme for Work Experience students specific to Box Office.

**Financial**

- Undertake banking responsibilities on a rota basis, as required.
- Ensure floats are issued to each till with the float reconciliation signed off by each team member prior to each shift.
- Cash up tills and record banking as required and in accordance with Company policy and procedures.
- Ensure that all orders are processed correctly on the ticket system and that monies are handled and recorded correctly in line with Company policy and procedures.
- Ensure all Box Office Assistants follow ticket sales and reconciliation procedures and be responsible for checking and agreeing reconciliations.
- Assist the Box Office Manager in achieving budget targets through planning, management, intervention and reporting.
- Under the direction of the Box Office Manager the post holder will be responsible for ensuring that all established procedures regarding cash handling, banking, sales reconciliations and financial reporting are followed.

**Administration**

- Assist the Box Office Manager in ensuring all operational administration procedures are adhered to, in particular updating of sales trackers as required.
- Ensure that all correspondence with patrons, visiting companies, agencies and colleagues are replied to within a timely and efficient manner via email, telephone, post or fax.
- Adopt a reactive and flexible approach to planning, prioritising and implementing any relevant administration duties whilst at all times maintaining a hands-on approach and focus to the job role and the department.

**Health & Safety**

- As directed, ensure appropriate practices are at all times implemented and achieved in accordance with health and safety legislation and Company policy.
- In conjunction with the Box Office Manager, ensure the Company's Health and Safety Policy is fully promoted and adhered to.
- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice including Safe Systems of Work (SSOW).

**Staff Supervision**

- Assist the Box Office Manager in ensuring staffing levels are always appropriate to meet business and service requirements.
- To be responsible, in the Box Office Manager's absence, for maintaining adequate staff cover for the department.
- Supervision of the Box Office Assistants in line with established financial and ticketing system procedures as determined in the Staff Handbook and Beck Theatre procedures.

- Effectively undertake all supervisory responsibilities including inductions and rostering.
- Assist the Box Office Manager as required in managing the box office team's work performance, attendance, training and development.
- Ensure that objectives, targets and work performance standards are understood and by the box office team through appropriate communication and participation.
- Proactively motivate and lead the box office team with the aim of achieving optimum contribution from each individual and continual focus on delivering excellent standards of service.
- Ensure the box office team is kept up to date with, and has access to the latest versions of Company policies, health and safety and other relevant information pertaining to their employment and job roles.

**Recruitment, Training and Development**

- Assist the Box Office Manager with effectively planning and co-ordinate the training, development and learning requirements of the hospitality team, with an emphasis on customer service, sales through service and health and safety.
- Promote sharing of skills and knowledge throughout the box office team.
- Undertake personal training and development relevant to the successful execution of the job role.

**Other Responsibilities**

- Dress in accordance with Company policy and as appropriate for the job role.
- At all times, act as an ambassador for the venue and HQT&H.
- Any other related duties as may, from time to time, be reasonably required by the Box Office Manager or the Sales and Marketing Manager.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## **PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

### **Experience**

- Proven experience as part of a busy customer facing team.
- Proven experience of successfully delivering a high standard of customer service.
- Cash handling and cash reconciliation experience.
- Excellent communication skills and telephone manner.
- Experience of accurate data input and good typing skills

### **Skills**

- A good level of competency using Outlook, Word and Excel.
- The ability to communicate professionally, clearly and effectively with colleagues, the public, stakeholders and industry professionals.
- The ability to work with a range of people with sensitivity and respect.
- Good organisational and planning skills and the ability to delegate effectively to others.
- Good degree of numeracy.
- The ability to work calmly and effectively in a pressurised and multi-tasking work environment.
- The ability to work proactively without supervision.
- The ability to made decisions and think logically.

### **Knowledge**

- A working knowledge and understanding of high standard of customer service

### **Qualifications**

- At least GCSE level English and Maths or equivalent.

### **Attitude**

- A desire to deliver a consistently excellent customer experience.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues, peers and partnerships.
- A presentable, professional and approachable manner which sets an example for others to follow.
- A willingness to work evenings, weekends and/or Bank Holidays and to cover shifts due to sickness.
- A desire to undertake training, learning and development relevant to the job role.
- Understanding of the position involving prolonged sitting, eg 1 hour plus.

### **Desirable**

- Proven experience as a successful supervisor, leader and motivator of a busy team.
- Experience of working within a busy theatre box office.
- Experience of working with a dedicated ticket system, in particular Audience View.
- An interest in and empathy with theatre and the arts.

**JOB TITLE**

Assistant Box Office Manager

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