



BOX OFFICE MANAGER

Job description

Department: Creative Programmes

Responsible to: Head of Marketing

Contract type: 40 hours a week, permanent

Salary: £30,000 per annum

Level 4 SMT
Level 3 Heads of Dept.
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

Woolwich Works is a multi-million pound events hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, community hub, and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Carlos Acosta Dance Foundation, Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and the internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

The Box Office Manager is responsible for Woolwich Works' ticketing services: providing a first class sales experience to customers, administering the ticketing system, setting up facilities and shows, managing allocations, settlements and reporting. They will ensure that Woolwich Works delivers a high-quality, ticketing service to ticket buyers, promoters, producers, and hirers being responsible for web, phone and counter ticketing, and leading the Operations team to deliver in-venue sales and support.

The Box Office Manager will work with the Head of Marketing and Head of Creative Programmes to keep the Woolwich Works' website content up to date, maintaining an excellent user experience.

Is this job for you?

We're looking for somebody with good experience of managing box office services. You don't necessarily have to have worked in a large venue, but you need to be used to administering all aspects of a ticketing operation

end-to-end, and of dealing with an ever- changing variety of different shows and setups. You need to have experience of ticketing system administration and dealing with promoters and agents and be comfortable being based in the 'back office' as well as front of house.

You'll be happy manning the ticketing desk, supporting other staff to sell tickets for smaller events and proactive in finding ways to drive traffic that lead to sales.

You'll be a confident and capable communicator, tech savvy with good people skills yet a self- sufficient self-starter. Tangible experience of managing a ticketing operation to drive sales, increase yield and increase venue revenue will be an advantage.

How to apply

To apply for this role please visit <https://apply.woolwich.works/> . You will be directed to our portal to complete the online application form no later than 23.59 on Sunday 7th January, 2024 (the 'closing date'). We reserve the right to close this application early if we receive a high number of applications. Application is made through the submission of a CV and covering letter. The covering letter is entered as free text in the portal itself and your CV should be uploaded.

If you're unable to complete a written application for any reason please either email us or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically-diverse backgrounds, and those identifying as D/deaf or disabled.

RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

Key responsibilities specific to this job

1. To lead the ticketing function for the venue, providing first class customer service to ticket buyers in person, online and by phone, and working proactively to sell tickets for all events in the Woolwich Works programme.
2. To be responsible for managing and administering the ticketing system and operation, ensuring their compliance with all relevant legislation and best practice, including ensuring GDPR and PCI compliance as applicable.
3. To be responsible for setting up shows and managing the ticketing process end-to-end, overseeing on-sales, managing inventory and allocations, producing reports and responding to producer / promoter enquiries, providing information to operational staff and providing settlement information.



4. To be knowledgeable about the Woolwich Works website purchase path and have some general web-site content management ability.
5. To be responsible for developing and managing arrangements, policies and procedures for ticket sales and support.
6. To be responsible for ensuring that suitable arrangements are in place for supporting prospective ticket-purchasers or other visitors with access needs.
7. To be responsible for managing booking and transaction fees and commissions, working to directions set by the Head of Creative Programmes and the Director.
8. To proactively cross-promote and cross-sell events, including developing initiatives to drive secondary spend in the purchase path.
9. To advise and manage dynamic pricing, and to monitor and analyse data including sales curves to inform decision-making in respect of pricing and promotion.
10. To prepare reports and analysis for the Senior Management Team and Board, including in respect of advances, wraps and performance against targets.
11. To support the Head of Marketing in their responsibilities towards the collection and management of customer data across the organisation, ensuring that all data required for reporting purposes is captured and that robust business processes are in place, mapped and advised to relevant staff and any external agencies.
12. To be responsible for the development, implementation, monitoring and regular review of policies and procedures relating to ticketing, and training staff across the organisation as required.
13. To provide ticketing services to third parties as required by the Director (e.g. agency sales, partner projects).
14. To play a role in providing customer facing welcome to the building by being based at the venue Welcome Desk in line with operational requirements.
15. Responsibility for monitoring marketing materials stock, print / display boards etc front of house and for programming the front of house digital screens.

General responsibilities

1. To champion and promote the values and behaviors set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust.
2. To act as a first aider, fire marshal or Duty Manager as required by the Operations Director or Director.
3. To accommodate, support and encourage work experience placements, interns and apprentices.
4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
6. To be responsible for undertaking training and development as required to meet the needs of the organisation.
7. To always act in the best interests of the Trust, and in line with all company policies.



8. To undertake any other duty in line with the level of the job as may be required by the Head of Marketing, Head of Creative Programmes or Director.

PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

Essential skills and experience

- A. Experience a Box Office Manager, Ticketing & Website Manager, or equivalent role with responsibility for the total management of a ticketing system / operation, ideally with strong knowledge of Spectrix
- B. A confident communicator with good people skills and emotional intelligence with significant customer facing experience
- C. System Administrator experience
- D. Experience of setting-up and managing shows, facilities and inventory in a modern ticketing system
- E. Experience of managing customer data in accordance with the General Data Protection Requirements
- F. Impeccable attention to detail
- G. Good IT skills – confident with all Microsoft Office applications
- H. Data management experience: competent with databases, reporting, database segmentation and data strategy, including experience of overseeing data protection /GDPR compliance
- I. Passionate about people, communities, diversity and inclusion

Desirable skills and experience

- A. SQL reporting experience
- B. Spektrix experience
- C. Artifax experience
- D. Previous experience of training others
- E. First Aid at Work qualification

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

CONDITIONS

Hours: Typically 40 hours per week, five days out of seven on a flexible rota to include evenings and weekends. For evening, weekend and bank holiday working, no additional payment will be offered. You'll be expected to work operationally for major events.



Location:	You'll be based at Woolwich Works, south east London. We may require you to work elsewhere or travel within the UK as part of your job.
Probationary period:	Six months
Notice period:	<p>Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one week's notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be two months.</p>
DBS check:	You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.
References and right to work:	Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

Founder:



From the Royal Borough of Greenwich, for everyone.

