

MOUNTVIEW

Job Description

JOB TITLE:	Box Office Manager
RESPONSIBLE TO:	Head of Press and Marketing
RESPONSIBLE FOR:	Box Office Team
WORKS CLOSELY WITH:	Marketing Team Development Team Venue Operations Team Finance Team Student Services Team Facilities Management Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools, developing the next generation of creative artists. We are passionate about providing access for all into the creative professions, regardless of background or income, through innovative contemporary training, industry-focused professional development and an ambitious programme of new and established work.

As Mountview continues to grow in profile and expand its reach, construction is nearing completion on our exciting new home – a purpose-built school and arts facility in Peckham, the vibrant heart of Southwark, boasting two new theatres, a range of public spaces available for hire, and an evening and weekend community academy.

MAIN PURPOSE OF POSITION

The Box Office Manager will be a key member of Mountview's new front of house team, comprising Box Office, Duty Managers, Ushers, Security Officers and Venue Assistants. Reporting to the Head of Press and Marketing, the post holder will be primarily responsible for managing and supervising Box Office sales, services and staff, acting as a vital link between Mountview's audiences, visitors and building users.

KEY RESPONSIBILITIES

Box Office Management

- Manage and supervise the Box Office and its staff, working closely with other members of the Marketing team to meet sales targets and ensuring the highest standards of customer service to ticket buyers, visitors and building users.
- Ensure that the Box Office team is fully up-to-date with show, company and sales information, and encourage the upselling and cross-selling of donations, memberships, room hires etc.
- Work with the Duty Manager or Head of Press and Marketing to brief the Box Office team at the beginning of every shift, supervise staff prior to performances and delegate tasks as necessary.
- Work with the Head of Press and Marketing to manage company and complimentary tickets, VIP and industry bookings, house seats and other special offers and promotions.
- Work with the Head of Press and Marketing to train the Box Office team in all relevant policies and procedures, identifying further training needs on an ongoing basis.

MOUNTVIEW

Box Office Systems

- Oversee the operation of Mountview's ticketing system, Spektrix.
- Ensure that online booking is running smoothly at all times.
- Troubleshoot technical issues and support the Box Office team while issues are being resolved.
- Ensure that business critical issues are reported to IT Support and senior management.

Development

- Work with the Development team to ensure that all donors and Mountview Friends are provided with first class customer service.
- Ensure that the Box Office team is fully up-to-date with ticket offers available to Mountview Friends and that Friends' discounts are applied.
- Ensure that the Box Office team is fully up-to-date with donation and membership opportunities and that donations and memberships are proactively promoted.

Classes, Events and Hires

- Welcome young people and other visitors to Mountview, directing them to classes, events and other activities within the building.
- Ensure that the Box Office team is fully up-to-date with classes, events and other activities within the building, and that tickets for these are booked appropriately and accurately.
- Ensure an efficient response to room hire enquiries and signpost potential hirers to the Events Manager or Commercial Director.

Finance and Administration

- Cash up box office takings, record income and pass to the Finance team for processing, ensuring strict adherence to financial policies and procedures and audit and security requirements.
- Ensure that the Box Office team accurately records customer information, and provide audience statistics to senior management for reporting purposes as required.
- Order and manage ticket stock and printing.
- Ensure that the Box Office team is fully up-to-date with GDPR and Safeguarding best practice.

Reception

- Work with other front of house staff to welcome and assist visitors and building users, ensuring that security passes are issued and worn in accordance with operational procedures and that the Box Office and surrounding public areas are clean, tidy and safe at all times.
- Ensure a friendly, polite and efficient response to general enquiries whether made in person, by telephone or via email, and undertake and oversee general office support work as required.
- Ensure the smooth operation of courier and postal services, the receipt and timely distribution of incoming post, and the processing and safe collection of outgoing post.
- Ensure that the Box Office has up-to-date staff lists, details of emergency services, taxi services, transport links etc, and oversee provision of services such as parking permits as required.
- Ensure that the Box Office has up-to-date records of room bookings and timetabled functions.

Health and Safety

- Maintain the highest standards of health and safety at all times.

MOUNTVIEW

- Ensure that health and safety issues arising are reported to the Projects and Estates Director.
- Ensure that the Box Office team is fully up-to-date with building evacuation procedures.
- Provide support to the Duty Management team in the event of an emergency.

Other Duties

- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Experience of off- and on- line tickets sales in a box office environment.
- Experience of using Spektrix or similar ticketing system, preferably in an administrator capacity.
- Experience of dealing with members of the public in a customer focused environment.
- Experience of maximising income in a box office environment.
- Experience of reconciliation and banking procedures.
- Experience of managing or supervising staff.

Skills and Abilities

- Excellent team working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner and ability to present well in person.
- Positive and outgoing approach to customer service, with ability to promote Mountview to customers.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word and Excel.

Personal Qualities and Attributes

- Interest in the performing arts and/or arts education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to promoting equality and diversity and ensuring access for all.
- Commitment to own professional development.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

MOUNTVIEW

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

Mountview is based currently at Wood Green, London N22, but will relocate all its operations to new premises in Peckham, London SE15, in September 2018.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £26K per annum, depending on experience.

Contract: Permanent, full time.

Hours: 40 per week, exact hours to be agreed with Line Manager. Additional hours may be required, including evenings and weekends, as agreed with the post holder and determined by the needs of the business. The post holder may be able to take time off in lieu, within 2 months, having agreed it with their Line Manager.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Wednesday 11 July at 9am**.

INTERVIEWS

Interviews are likely to take place in the week commencing **Monday 16 July**.

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, Clarendon Road, London N22 6XF. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.