

MOUNTVIEW

Job Description

JOB TITLE:	Deputy Box Office Manager (30 Hours Per Week / 0.75 FTE)
RESPONSIBLE TO:	Box Office Manager
RESPONSIBLE FOR:	Box Office Team
WORKS CLOSELY WITH:	Marketing Team Development Team Venue and Estates Team Finance Team Student Services Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at Foundation, Undergraduate and Postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

The Deputy Box Office Manager will be a key member of Mountview's new front of house team, comprising Box Office, Duty Management, Security Officers, Venue Assistants and Ushers.

Reporting to the Box Office Manager, the post holder is primarily responsible for assisting with the management and supervision of the Box Office and its staff, acting as a vital link between Mountview's audiences, visitors and building users.

KEY RESPONSIBILITIES

Box Office Management

- Assist the Box Office Manager with the management and supervision of 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.
- Help ensure that the Box Office team is up-to-date with show, company and sales information, and encourage the upselling and cross-selling of donations, memberships, room hires etc.
- Assist the Box Office Manager in managing company and complimentary tickets, VIP and industry bookings, and other special offers and promotions.
- Work with the Box Office Manager and other relevant staff to brief the Box Office team at the beginning of every shift.

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- Monitor the Box Office inbox and voicemail to ensure that all email and telephone enquiries are dealt with promptly and efficiently.
- Help ensure that customers with access requirements are dealt with sensitively and work with other relevant staff to accommodate these.
- Assist in training the Box Office team in all relevant policies and procedures, identifying further training needs on an ongoing basis.

Box Office Systems

- Oversee the day-to-day operation of Mountview's ticketing system, Spektrix.
- Help ensure that online, phone and counter bookings are running smoothly at all times.
- Support the Box Office team with any technical issues and work with the Box Office Manager to ensure that these are resolved.

Development

- Work with the Box Office Manager to ensure that all donors and Mountview Friends are provided with first class customer service.
- Help ensure that the Box Office team is 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.
- Help ensure that the Box Office team is up-to-date with classes, events and other activities within the building, and that tickets for these are booked appropriately and accurately.
- Help ensure a prompt and efficient response to room hire enquiries and potential hirers.

Finance and Administration

- Cash up daily box office takings, ensuring strict adherence to financial policies and procedures and audit and security requirements.
- Help ensure that the Box Office team accurately records customer information on Spektrix for marketing purposes, and that GDPR best practice is followed.

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 foyer are clean, tidy and safe at all times.
- Help ensure a friendly, polite and efficient response to general enquiries whether made in person, by telephone or via email.
- Assist with the smooth operation of courier and postal services and the receipt and timely distribution of incoming post.
- Help ensure that the Box Office has up-to-date records of room bookings and timetabled functions.

Health and Safety

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- Maintain the highest standards of health and safety at all times, ensuring that any issues are reported appropriately.
- Help ensure that the Box Office team is up-to-date with building evacuation procedures.
- Act as a Fire Marshall when necessary.

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 working in a box office, preferably using Spektrix.
- Experience of dealing with members of the public in a customer-focused environment.
- Experience of cash handling and reconciliation.
- Experience of 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 proficient in using Microsoft Office.

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.

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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.

This post is based at Mountview's new premises in Peckham, London SE15.

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 £23K per annum, pro rata, depending on experience.

Contract: Permanent, part time.

Hours: 30 hours per week (0.75 FTE), predominantly evenings and weekends, exact hours to be agreed with Line Manager. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

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 **Monday 5 November at 9am**.

INTERVIEWS

Interviews are likely to take place in the week commencing **Monday 12 November**.

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, 120 Peckham Hill Street, London SE15 5JT. All applications will be acknowledged. Late applications will not be considered.

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