

Deputy Box Office Manager

BROMLEY
CHURCHILL THEATRE

Job Description

Person Specification

March 2019

Deputy Box Office Manager

Churchill Theatre, Bromley

The Churchill Theatre 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 Churchill Theatre in Bromley has been one of the South East's leading live entertainment venues, welcoming nearly 200,000 customers through its doors every year in its main house, Studio and The Lounge. An eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and world-class pantomime. The theatre is proud to present many 'Bromley Premiere' shows, allowing audiences to see brand new productions prior to the West End or National tour.

Employment type: Full Time

Salary: c. £20,000 p.a. plus sales commissions dependent on experience.

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 Churchill Theatre, Bromley and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: Customer-facing role to maximise ticket sales for the venue and ensuring a positive experience for patrons to continuously increase and develop The Churchill Theatre's audiences.

Our ideal candidate: An excellent sales person with strong customer service skills and a calm head.

For an informal discussion contact: Lucy Harrington, Box Office Manager
020 8290 8226 lharrington@churchilltheatre.co.uk

Closing date: 18th March 2019

How to apply: Send your completed application form to lharrington@churchilltheatre.co.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.

HQ VALUES

- **Innovation** – as a business we are on a continuous journey of improvement. We are looking for someone who embraces change and is always looking out for new ideas.
- **Commitment** – we are looking for someone to deliver a first-class service for our colleagues, customers and clients.
- **Accountability** – we are looking for someone with a ‘can-do’ attitude, to take ownership of tasks and see them through to the end.
- **Responsive** – as a business we listen, we learn, we act. We are looking for someone who acts as a link in communications between customers and company.
- **Engaged** – we are looking for someone to get involved with making the Churchill a great place for customers to visit through the promotion of experiences beyond the stage, through inclusion in our Creative Learning programmes and development of our membership schemes.

KEY ACCOUNTABILITIES

- The effective and efficient supervision of the day to day running of Box Office in accordance with the needs of the Churchill Theatre and HQ Theatres & Hospitality.
- To establish a visible and accessible management profile in the Box Office in order to provide support, advice and assistance to staff, producers, artists and visitors.
- To work with the Box Office Manager with the performance management of all box office assistants.
- To maximise revenue through the use the Audience View ticketing system:
 - to take bookings and enquires from customers via all sales channels
 - to process reservations and group bookings
 - to process press and agent allocations efficiently
 - to promote and upsell all associated Churchill Theatre products
- To co-ordinate the administration of the Churchill Friends Scheme, including but not limited to:
 - tracking weekly sales and managing staff performance to achieve an annually agreed target
 - liaising with the Marketing Department in the development, promotion and delivery of the scheme
 - managing the production of cards and letters for new memberships and renewals each month
- Assist the Box Office Manager with show and offer set up.
- Promote HQT&H ICARE values.
- Liaise with the Box Office Manager regarding customer feedback, complaints and queries.
- Provide accurate reporting of sales information in accordance with the requirements of the Churchill Theatre.
- To represent the Box Office at the departmental meetings when required.

Recruitment, Training and Development

- Act as Four Pillars Customer Service Champion, and support the training and development of all Box Office Assistants.
- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- To adhere and comply with all company policies regarding cash, keys and security.
- Any other reasonable task as requested by Management, which enables the theatre to carry out its business.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

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:

Essential

- A proven track record in a customer service / retail environment.
- Excellent customer service skills.
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues.
- Experience of cash handling.
- Excellent attention to detail.
- Good IT skills and a willingness to work with a variety of software packages.
- Experience of training staff.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

Desirable

- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- An awareness of theatre ticketing operational practices, purchase and payment type practices.