

BOX OFFICE SUPERVISOR



Job Description & Person Specification

Job Title:	Box Office Supervisor	Department:	Box Office
Responsible To:	BO & FOH Manager	Level/Salary Range:	£24,000.00
Location:	Pitlochry	Position Type:	Full-Time (35hours) Annualised contract
Working Hours:	Full-Time hours including evenings and weekends		
Key Relationships	The post reports to Box Office & Front of House Manager. The post holder will work closely with the Box Office & Front of House Manager to ensure the smooth running of our Box Office. The post holder will also work closely with the Box Office Assistant and Event Assistant teams to ensure an effective and high quality, customer service experience for all our visitors to Pitlochry Festival Theatre. They will also work closely with our Marketing and Development teams to drive sales and maximise revenue opportunities.		
Context	<p>For over 70 years, we've been Highland Perthshire's artistic heart and soul, sitting on the edge of the River Tummel and looking out to Ben-y-Vrackie. Established in 1951 as Scotland's Theatre in the Hills, Pitlochry Festival Theatre offers a theatrical experience unique in the UK - a summer season performed in repertory, allowing audiences to enjoy six different productions in six days, all performed by a resident company of actors. Now attracting over 100,000 visitors each year, we're not just a venue - we're also famous for producing large-scale plays and musicals that delight theatregoers of all ages.</p> <p>As part of our mission to create, nurture and inspire, we encourage interactive creativity through our programme of festivals, workshops and other events for young people, families, writers, and professional creatives.</p> <p>We are also transforming our physical space with our bold and ambitious VISION 2021 capital development. Including a 172 seat Studio theatre and a reconfigured Front of House, as well as the reinstatement of our stunning outdoor performance spaces, our Theatre Campus will enable us to improve lives by sharing Pitlochry with the world and the world with Pitlochry.</p>		
Team Purpose	<p>The post holder will be responsible for supporting the Box Office team in the use of Spektrix along with contributing to system development and functionality. They will work closely with other members of the Customer Services Team and as such, be expected to make a positive contribution in the delivery of a welcoming atmosphere for our visitors.</p> <p>Pitlochry Festival Theatre aspires to the highest quality in its customer service values and customer experience and the post holder will have a key role in achieving high standards as well as developing and maintaining high standards.</p>		

Key Accountabilities:

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1. Work with the Box Office & Front of House Manager in managing the effective use and development of the current box office software system, Spektrix.
2. Work closely with colleagues across the organisation to achieve a range of business targets including increasing group bookings and membership sales.
3. Provide the highest quality customer experience to all visitors and customers, helping to ensure consistency and a high quality customer experience at every customer touch point.
4. Act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement.

Key Tasks:

Box Office	Support with the development of Spektrix and integration with other systems, Point One EPOS
	Support with the setup of all bookable events on Spektrix
	Work with Box Office & Front of House Manager on the management of Box Office infrastructure and equipment.
	Plan weekly rotas for Box Office to ensure all positions are covered in accordance with budget and current demand in a cost-effective manner
	Ensure all Box Office staff are fully trained in the use of Spektrix along with all other processes required to run an efficient Box Office
	Ensure data integrity and management of the box office software system particularly in relation to adhering to data protection legislation and best practice, through accurate and effective processing of data.
	Help maintain and implement robust Standard Operating Procedures for box office operations
	Deal with Box Office customer enquiries and complaints as necessary and pass onto Theatre Management when appropriate
	Support with effective and accurate financial record keeping.
	Develop up-to-date product knowledge regarding shows and events and be able to communicate that knowledge to colleagues, clients, and customers
	Ensure Box Office team maximise sales for all products currently on offer, including memberships, donations and merchandise
Customer Experience	Provide a high-quality customer experience within the Box Office area, working with colleagues throughout the organisation to deliver the objectives described within the organisation's strategic plan
	Assist the Box Office & Front of House Manager with the creation and implementation of customer service policies.
	Assist the Events Assistant team to ensure the smooth delivery of all events in all our Venues
	Ensure Box Office team monitor condition of foyer areas throughout the day ensuring an excellent standard if maintained at all times and all area are stocked.

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Health & Safety	Attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
	Comply with Health and Safety and other licensing legislation as directed and laid out in Pitlochry Festival Theatre's Health and Safety Policy
	Assist the Box Office & Front of House Manager to ensure the Box Office team are fully updated on current H&S policies and appropriate training schedule in place.
Pitlochry Festival Theatre's Standard Clauses	<p>Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required.</p> <p>Actively promote staff welfare, development and training opportunities throughout the Theatre.</p> <p>Support the nominated Green Champion, in meeting organisational aims and ambitions for its environmental impacts.</p> <p>Help to implement the organisation's Environmental Policy within the Production department.</p>

Person Specification

Our vision, mission and values

It's our vision to bring Pitlochry to the world and the world to Pitlochry.

To achieve this, we have a mission to **create** great performances which excite, engage and challenge; to **inspire** imaginations, adventures and a sense of belonging; and to **nurture** an environment in which we, our audiences and all of our communities can connect and grow together.

In everything we do we behave with respect, empathy and integrity and in every situation, we foster creativity, collaboration and inspiration.

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

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Requirements	Essential	Desirable	Assessment Method
Qualifications & Education requirements	Educated to SCQF level 6		Application/Interview
Experience	At least 2yrs Experience of working in a similar role in an arts or ticketing organisation	Working knowledge of and experience in use of Spektrix	Application/Interview
	Experience of using a Box Office (or similar) booking system	Experience in a similar role in an events based environment	Application/Interview
	Experience of meeting demanding sales and performance targets in similar environment	Up to date knowledge on data protection legislation	Application/Interview
	Experience of Line Management.		Application/Interview
	Experience of working in a customer serving environment		Application/Interview
	Experience of dealing with a range of customers and resolving complex customer service issues		Application/Interview
		Experience of dealing with and resolving conflict	
Personal qualities	Ability to work well in a team	Passion for the arts and the vision of Pitlochry Festival Theatre	Application/Interview
	Excellent written skills	Interest in accessibility issues	Application
	Excellent verbal skills		Interview
	Friendly and professional		Interview/References
	Active listening skills		Interview
	Ability to multi-task and work well under pressure		Application/Interview
	Excellent interpersonal skills		Application/Interview

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Requirements	Essential	Desirable	Assessment Method
	Flexible and diplomatic		Application/Interview
	Meticulous attention to accuracy and detail		Application/Interview
	A problem solver with a 'can-do' attitude		Application/Interview

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