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**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam,

**APPOINTMENT OF BOX OFFICE MANAGER**

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Box Office Manager.

To apply for this position, please complete the application form. Under the Additional Information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility.

The application deadline for this position is Monday 7 May 2018 at 10:00am. Please email this to [recruitment@thelowry.com](mailto:recruitment@thelowry.com) or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton  
**Human Resources Advisor**



## **JOB DETAILS**

Post Title	:	Box Office Manager
Department	:	Ticketing
Reports to	:	Ticket Operations Manager
Responsible for	:	Box Office Duty Managers and staff, Offsite Box Office Duty Managers and staff, Group Ticket Sales Agent, Dispatch assistant

## **JOB PURPOSE**

Responsible to the Ticket Operations Manager for the management of the Lowry Box Office, All offsite box office(s), Group sales and dispatch.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Manage The Lowry Box Office ensuring counter staff and duty managers are fully trained, in the correct uniform and fully equipped to carry out their duties.
- Deputise in the absence of the Ticket Operations Manager for duties relating to all Lowry ticketing operations.
- Attend relevant meeting such as; Access, On-sale, Operations and H&S as well as ticketing specific meeting such as the week ahead and Ticketing Ops Meeting. Ensure that a BODM (or TL/TOM) attends in your place during any leave of absence.
- In liaison with the Ticket Operations Manager, Resource Planning Manager, Box Office Duty Managers and Team Leaders, ensure all show incoming periods have staff and duty management cover and personally cover incomings for high profile events including but not limited to press and VIP nights.
- Carry out a weekly audit of all related paperwork for the Box Office and Finance for the Lowry and any Lowry/Quaytickets offsite box office and report any issues to the TOM.

- Manage The Lowry and Quaytickets dispatch operation ensuring all stock is accounted for, stock takes are accurate and efficiency is maintained.
- Manage Lowry and Quaytickets offsite box offices ensuring services are delivered to the highest standards, policies and procedures are consistently implemented and the highest standards of customer service are achieved at all times.
- Ensuring appropriate insurance for all off site box offices and cash movement policies and collections are in place and personally cover high profile shifts such as opening nights, press nights and VIP events.
- Ensure that on sale and key dates are provided to the relevant Team leader and Ticketing Operations Manager in advance of any Lowry on sales, and where possible an expectation on how this may impact the contact centre.
- Ensure Lowry and Quaytickets box office tills are reconciled, reported on and any discrepancies are highlighted and explained in line with departmental policies.
- Carry out daily banking, including all online payments, balancing PayPal and Credit-cards, Cash, Cheques and vouchers and prepare for Finance to bank. Deliver all takings to the Cash Office daily.
- Manage Box Office Duty Manger and Staff to deliver Lowry Counter specific KPI's, targets and customer service standards.
- Ensure upselling targets at Lowry and Quaytickets box offices are monitored and provide feedback to the Ticker Operations Manager and Team Leaders to assist them in achieving these targets in the Contact Centre.
- Ensure personal meet and greet for each visiting company manager and act as their named point of contact throughout their visit providing reports as required.
- Produce and review reports as required.
- Carry out and regularly review all departmental risk assessments, off site box office risk assessments and work station risk assessments.
- In liaison with the programming and technical department ensure all sight line issues are identified and investigated and in liaison with the Ticket Operations Manager ensure appropriate action is taken to minimise any impact on customers.
- Ensure all working areas are maintained to agreed standards.
- Assist with recruiting, training, monitoring of on and offsite box office managers and staff so that they have the skills and knowledge to meet the highest levels of customer service standards, cash and other financial handling, as well as any other tasks they may need to carry out as part of their duties.

- Efficiently rota Counter Box Office Duty Managers and staff to ensure staffing levels efficiently meet the needs of the business at all times.
- Keep up to date with access requirements and ensure the highest levels of delivery across the team.
- Responsible for all departmental stock including car park tickets, gift vouchers and merchandise.
- Regularly review the dispatch operation to ensure efficient and cost effective running.
- Ensure that accurate customer information is recorded and regularly maintained within the database according to the Data Protection Act (GDPR).
- Work together with other departments within The Lowry ensuring the best possible experience for all our visitors and customers.
- Promote and comply with legislation and The Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
- Identify and undertake training and development as required in order to meet personal and business needs.
- Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry and Quay Tickets.

## **REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

CRITERIA	ESSENTIAL	DESIRABLE
<b>SKILLS / ABILITIES</b>	<p>Strong customer care and excellent communication skills</p> <p>Ability to prioritise work and work well under pressure</p> <p>Ability to work on own initiative</p> <p>Pragmatic approach to change</p> <p>Able to take responsibility and be accountable for own work</p> <p>Ability to effectively delegate work</p> <p>Strong analytical skills including a good level of competency in MS Excel</p> <p>Strong attention to detail</p>	<p>Problem solving especially with IT systems</p>
<b>KNOWLEDGE</b>	<p>Detailed knowledge of computerised Box Office systems</p> <p>Problem solving especially with IT systems</p>	<p>Detailed knowledge of the Audience View Ticketing System</p> <p>Detailed knowledge of the AVAYA Call Centre Management system</p>
<b>QUALIFICATIONS, TRAINING AND EDUCATION</b>	<p>High level of numeracy</p> <p>Literate</p>	
<b>EXPERIENCE</b>	<p>Experience of managing a large box office operation</p> <p>Experience of line managing people</p>	<p>Experience of managing a Group Sales function</p> <p>Experience of managing a dispatch operation</p>
<b>OTHER REQUIREMENTS</b>	<p>A flexible and adaptable approach to fulfilling the duties of the post</p>	