



Job Summary

Box Office Manager

Job Title:	Box Office Manager (<i>Internally known as Welcome Team Manager</i>)
Salary:	Circa £35,000 per annum
Responsible to:	Director of Marketing and Audiences
Responsible for:	Box Office Members (Internally known as Welcome Team Members)
Hours:	40 hours per week / as necessary to fulfil the duties of the post including Duty Managing at least 2 shows per week, which will involve evening, weekend and Bank Holiday work.
Contract:	Full Time, Permanent.
Holiday:	25 days per annum increasing by 1 day for each full financial year worked to a maximum of 30 days.
Probation period:	3 months
Notice period:	One month during probation, three months thereafter
Disclosure:	Because of responsibility for young people as audience members this post will be subject to an application for disclosure of criminal records from Disclosure and Barring Services.

Purpose of the Role

To maximise revenue from ticket, membership, publications and other product sales and ensure that the Young Vic delivers an efficient and inclusive customer journey and a high standard of customer service. To support the Executive team, Director of Finance and Operations, Director of Marketing and Audiences and Senior Sales and Ticketing Manager with strategic insights and accurate sales forecasting and reporting.

The Welcome Team are often the first point of contact for people visiting or working at the Young Vic, acting as reception, stage door and greeting for all. We strive to provide a radical welcome to everyone. The Box Office Manager oversees the provision of a professional, friendly and efficient operation responding to the needs of Audiences, YV staff members, Contractors and Visitors in line with the Young Vic's Vision, Mission and Values.

About the Young Vic

The Young Vic has always been more than a theatre – bigger than a building; it's a set of values that uphold the conviction that theatre is an indispensable part of civic life. Whether on our stages at our home on The Cut, touring to schools and community centres across South London, premiering a play in the West End or on Broadway, streaming our work across the country and around the world – we are actively working to be a theatre for everyone.

Our Anti-Racism Commitment

Our leadership team and staff share a joint commitment to prioritising the wellbeing of Black and Global Majority people at the Young Vic. We are working together to create a culture of care for all, but especially those with lived experience of racism, and we commit to holding each other accountable for building and maintaining this culture. We believe that making the Young Vic an anti-racist organisation makes the culture better for everyone.

Our Values at the Young Vic

We are committed to creating an inclusive environment where everyone is treated with fairness, dignity, respect and importance, and shows respect for themselves, others and our community regardless of seniority or area of work. Our values are as follows:

We believe theatre is at its best when everyone participates. We begin by asking, who isn't here that should be? Then we make certain they are. At the Young Vic, everyone belongs, everyone is welcome.

We are driven by relentless curiosity and debate. We believe in the power of stories to help us see the world in new ways. We believe in being a forum for discussion and opposing views, in the possibility of fostering understanding and shifting perspectives.

We believe in pioneering and leading into the unknown. We innovate in how we make work and how we share it. We push against the status quo to challenge whose voices are celebrated, and whose stories are told.

About the Young Vic

We are led by the creativity of our people and the limitless possibility of imagination. We believe in pushing limits and reimagining what's possible. We make

space for the unexpected, and we move quickly to make the most of opportunity. We collaborate: working together to achieve shared goals. We believe our organisation is made stronger by including varied and unique perspectives and talents in every aspect of our work. We are committed to reflecting the great diversity of our city onstage and off.

We prioritise kindness, we lead with heart, with care, and with the wellbeing of our people - our staff, participants, volunteers, theatre makers, civic leaders, advocates, supporters, and audience members.

We are committed to openness rooted in trust. We believe in being held to account - apologising when we've not upheld our values or when we've caused hurt or confusion, and learning from our mistakes.

Job Description

Box Office Manager

Working closely with the Senior Ticketing and Sales Manager and overseeing the management of the Box Office Team (Internally known as the Welcome Team), the Box Office Manager supports income generation through ticket sales of all Young Vic shows and gives direction and guidance to their team ensuring high standards are achieved and maintained.

Key objectives:

- To ensure the proficient and effective day-to-day management of the Welcome Team and ensure their work reflects the Young Vic's aim of delivering exceptional customer service to all our customers and visitors
- Work with the Director of Marketing and Audiences, Senior Ticketing and Sales Manager, Front of House Manager and Digital Systems Analyst to ensure the highest levels of customer service throughout the customer journey.
- Train Welcome Team staff on all ticketing and sales processes
- To facilitate the positive relationships between the Company, its co-producers and its audience.
- To contribute towards the development of ticketing and pricing policy and strategy and to ensure communication and understanding of these within the Welcome Team.
- To help and inform the Young Vic's audience, encouraging people to attend performances, and listen to and monitor their responses to our work.
- With the Senior Ticketing and Sales Manager, generate income through the development, implementation and monitoring of effective marketing and sales strategies.
- To promote audience development and contribute positively towards devising initiatives and schemes in this area working with the Marketing Team
- Oversee all customer service issues that are escalated by the Front of House Manager and Welcome team, liaising with the Director of Marketing and Audiences, Head of Theatre Operations, and the wider team.

Tasks & responsibilities:

Staff

- To brief Welcome Team staff on all ticketing and sales initiatives, including, but not limited to, onsales, cancellations, ticketing, membership and other product initiatives and ticketing policy changes – creating and presenting documentation and customer FAQs to support the team.
- To collate Welcome Team staff feedback on Box Office processes and customer responses, and use this feedback to ensure efficiency of all booking and purchase processes and the highest levels of customer service.
- To recruit, train, supervise, manage and if necessary, discipline Welcome Team members in consultation with the Director of Marketing and Audiences and Director of People.
- To prepare staff rotas ensuring appropriate staff levels to meet the cyclic demands of the operation
- Ensure all staff are kept fully up to date with company information and developments.
- To be the main point of contact within the Young Vic for the Welcome Team and develop strong lines of communication with other departments

Ticketing & Sales

- Ensure effective, accurate and efficient sales of tickets and merchandise and ensure timely and accurate reporting on these activities.
- With the Senior Ticketing and Sales Manager, develop strategies to maximise all potential sales opportunities
- Along with the Senior Ticketing and Sales Manager, develop and maintain relationships with ticket agents, co-producers and other agencies and ensure accurate reporting when required.
- Manage the refunds process, meeting timely administration of customer refunds.
- In the absence of the Senior Ticketing and Sales Manager, carry out dynamic pricing changes to reflect demand and maximise sales
- Alongside the Senior Ticketing and Sales Manager, oversee the management of company, production, staff tickets (Via Inboxes and Spektrix) as well as holds, ensuring timely allocation of required seats, and release for sale when required
- To manage the Young Vic's refund and exchange policy, ensuring that any changes or temporary exceptions are signed off by the Executive team.
- To create, manage and maintain the customer communications and ticket management process for performance cancellations and Force Majeures.
 - Ensure the consistent and accurate reporting of Daily Sales, liaising with the Senior Ticketing and Sales Manager and Finance department and resolving discrepancies as required.
 - Support the Senior Ticketing and Sales Manager with annual forecasting by creating sales forecasts across ticketing, membership and publications for upcoming seasons, alongside the Marketing Team.

- With the Senior Sales and Ticketing Manager, support the Executive Director with Quarterly sales reports, tracking sales against forecast and providing insights on customer booking and purchase patterns across all YV products.
- Support the Director of Marketing and Audiences on audience development, through regular analysis on Young Vic ticket purchasers and booking behaviours.
- With the Marketing Team, create onsale reports tracking membership and ticket sales, and liaise with the Lead Producer, Deputy Executive Director and Director of Marketing and Audience to maximise sales.

Data Management

- Implement changes to develop the use and proficiency of Spektrix ensuring full training for all relevant staff
- Be familiar with latest Data Protection/GDPR legislation and ensure that the Welcome Team and Front of House Teams always operate in line with industry best practise.
- With the Senior Ticketing and Sales Manager: develop, administer and manage the ticketing system in line with Company policy and 'best practice' procedures.
- Be familiar with the latest PCI guidelines and ensure the organisation is compliant.
- To be a ticketing and membership functionality champion for the database within the organisation, attending training sessions, workshops and conferences to keep up with the latest Spektrix developments
- Work with the Digital Systems Analyst to make best use of the ticketing aspects of the Spektrix system, prompting for improvements and new working methods to speed up all YV ticketing processes.

Production setup and administration

- Work with the Senior Ticketing and Sales Manager to ensure the creation of accurate seasons, productions and performances on the ticketing system and to deputise for them when necessary.
- With the Senior Ticketing and Sales Manager, create seating plans with pricing models for each production understanding the intricacies and time restrictions for each production.
- Working alongside the Director of Marketing and Audiences, Senior Ticketing and Sales Manager, the Producers and the Technical Director create and maintain accurate and up-to-date auditorium maps, ensuring all relevant departments are consulted regarding pricing, numbering and other information.

Administration

- Maintain good working relationships with all Box Office suppliers, including the ticketing system, banking authorisation and ticket stock providers and the Young Vic's web developers.
- Participate in departmental and company meetings as required.

- Ensure accurate reconciliation, banking and security systems are operated by the Box Office staff.
- Lead the Welcome Team to deal effectively and efficiently with customer problems and complaints.
- Train in the operation of all the relevant Theatre operations equipment housed within the Box Office and Duty Office including how to deal with all related instances of breakdown or malfunction.

General Duties

- To provide the highest level of customer and audience care and service at all times.
- Ensure (along with the Welcome Team and Front of House Manager) that all public areas, and the sales area in particular, are kept clean and presentable at all times and take personal action to ensure any faults or defects are corrected.
- Uphold and embody the Young Vic's company policies, including but not limited to our Equality, Diversity and Inclusion policy, Dignity at Work policy and Health and Safety policy.
- To be an active and supportive member of the Young Vic staff team
- To support visiting companies and colleagues in the Young Vic in becoming an actively anti-racist organisation, by modelling behaviours and encouraging others to develop their anti-racist practice.
- Carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Young Vic.

Person Specification Box Office Manager

Essential

- Significant forecasting and ticket sales experience using a computerised ticketing system (Spektrix)
- Experience of dealing with members of the public in a customer focused environment
- The ability to work with a range of people with sensitivity and respect
- Excellent communication skills
- High standard of written and spoken English
- Good degree of numeracy
- Experience of reconciliation and banking procedures
- Experience of sales and financial reporting
- Creative thinking, problem solving, strategic thinking and initiative.
- Enthusiasm and flexibility
- Knowledge and understanding of the arts
- Knowledge and understanding of Internet ticketing
- Computer literacy (MS Office and database experience preferred)
- An understanding of, and commitment to the principles of access, anti-racism & representation, and disability in an arts environment.
- An understanding of the Equality Act 2010.

Desirable

- Experience of managing a team
- Experience of working with Spektrix (training will be provided if necessary)
- Experience of working in a producing theatre or similar environment
- Significant ticket sales experience in a leadership position
- Knowledge and understanding of Internet ticketing
- First aid and IOSH trained.
- Budgetary management experience.
- Familiarity with UK Theatre/BECTU agreements.