



**Box Office Coordinator  
(Town Hall & Pittville Pump Room)**

**Salary: £23,632 - £26,211 per annum  
40 hours per week**

**Are you interested in great arts and culture?  
Come and work for us!**

We're recruiting a Box Office Coordinator to lead our Sales and Customer Service team, and help us deliver an excellent customer experience, in a pivotal role that brings together our entertainment offer and the ticket-buying public.

Based across The Cheltenham Town Hall and Pittville Pump Room, the role facilitates all our ticket income across our Co-Promotions and Hires activities across both venues. It involves oversight of accurate transactions, reporting and accounting, and vital feedback from our customers to continue to grow and develop our programme.

You will be responsible for the smooth and efficient running of the box office on a day-to-day basis, meeting and greeting customers and answering queries, and delivering on our customer charter. You will use the ticketing system to oversee and facilitate sales, prepare customer and forecasting reports for the senior team and manage venue capacities and seating plans.

You will coordinate our ticket commission income, the customer journey from ticket purchase to event attendance, and be a vital component of the Cheltenham Town Hall and Pittville Pump Room development.

For more information and an informal chat about the role please speak to Rhys Hopkin, Events & Programme Producer on [rhys.hopkin@cheltenhamtrust.org.uk](mailto:rhys.hopkin@cheltenhamtrust.org.uk) or call 01242 387440.

For the job description and person specification please use the links provided on the vacancies page.

To apply for this vacancy please email your CV with supporting statement to: [jobs@cheltenham.gov.uk](mailto:jobs@cheltenham.gov.uk) using 'Box Office Coordinator CT223 as your reference.

**Closing date: Sunday 2<sup>nd</sup> June 2019 at 5:00pm**  
**Interview Date: Monday 10<sup>th</sup> & Tuesday 11<sup>th</sup> June 2019**

Our organisation is committed to safeguarding the welfare of vulnerable adults, young people and children. Safer recruitment practices are applied to all job vacancies. Successful candidates will be required to complete a pre-employment medical questionnaire; provide references; proof of identity; nationality and immigration status; three years' employment or education history (if applicable) and, in some cases, verification of criminal record.

# The Cheltenham Trust – Box Office Co-ordinator

## Job Description

<b>Hours:</b>	40 per week, to include daytimes, evenings and weekends as required
<b>Salary:</b>	Grade F
<b>Contract Type:</b>	Permanent
<b>Probationary Period:</b>	6 months
<b>Responsible to:</b>	Events Producer
<b>Responsible For:</b>	Customer Service Assistants

### **Purpose of Role:**

The Box Office Coordinator is a pivotal role that brings together our entertainment offer with our ticket-buying public. Based across The Cheltenham Town Hall and Pittville Pump Room, the role facilitates all our ticket income across our Co-Promotions and Hires activities across both venues. It involves oversight of accurate transactions, reporting and accounting, and vital feedback from our customers to continue to grow and develop our programme.

The Box office Co-ordinator leads the Box Office team to provide exemplary customer service and to maximise income for The Cheltenham Trust's venues. You will be responsible for the smooth and efficient running of the box office on a day-to-day basis, meeting and greeting customers and answering queries, and delivering on our customer charter. You will use the ticketing system Spektrix to oversee and facilitate sales, prepare customer and forecasting reports for the senior team and manage venue capacities and seating plans.

You will coordinate our ticket commission income, the customer journey from ticket purchase to event attendance, and be a vital component of the Cheltenham Town Hall and Pittville Pump Room development. Both venues host 450 events a year and the Box Office is a vital asset of this business.

### **Key Responsibilities:**

- To oversee ticket sales for Cheltenham Trust events both in person, over the phone and through the website
- To train and supervise the Box Office team
- To co-ordinate the Box Office team to deliver key objectives, report on performance and meet ticket commission income targets
- To monitor and ensure cost effectiveness of box office opening hours and to make changes where necessary
- To coordinate and improve customer experience, compile feedback, surveys and visitor improvements
- To coordinate ticket allocations for external agencies, ensuring close relationships and good communications with all third parties
- To keep accurate and detailed reports for individual events
- To produce reports as requested by management and visiting companies

- Prepare weekly rotas for Box Office staff and ensure the Box Office is appropriately manned at all times
- To keep accurate records of floats and daily income, and ensure the safe balances daily
- To investigate all till discrepancies in accordance with procedures
- To monitor Box Office inbox, replying to any internal or external communications
- Ensure customer complaints and feedback are dealt with and in a timely and appropriate manner, making decisions on a case by case basis and feeding into venue protocol
- To work with the operations team to ensure rooms are set up correctly for each event
- To set and coordinate data capture targets across the Box Office team and improve systems to support this
- To ensure data collected is in compliance with GDPR
- To ensure reservations and group bookings are processed and invoiced correctly
- To keep Box Office manuals up to date and accurate
- To ensure all publicity materials in the Box Office area are kept up to date and to support marketing and product launches as required by the programme
- Liaise with Spektrix to ensure the system is working correctly and efficiently
- Assist the Marketing Coordinator in setting up events on Spektrix
- To ensure an adequate supply of tickets and to order supplies as necessary
- Ensure all Box Office staff maintain the appropriate standards of behaviour and courtesy at all times
- To oversee batch and postal printing of tickets
- To attend weekly venue meetings as the Box Office representative
- To ensure Health & Safety capacity requirements of venue are met for all shows and events are not oversold, capacities are clearly communicated and audience needs are met and the venue remains compliant
- To ensure access and tailored services are appropriately delivered
- To upselling shows, events, products and Trust services across customer interactions to boost income and footfall across Trust venues
- To encourage customer donations on tickets to support the charitable aims of The Cheltenham Trust
- To provide accurate and timely reports for our in-house catering company Kudos of Pre-Performance Dining purchases so food can be appropriately prepared
- Any other duties as reasonably requested.

**Person Specification:**

- Significant experience in a similar customer facing role using a CRM system. Previous experience using Spektrix is desirable
- Experience in leading a team
- Experience of cash handling, managing floats and reconciliation
- Excellent numerical skills
- Knowledge of the needs and operation of a Box Office
- Excellent IT Skills
- Organised and motivated with excellent customer service skills

- Proactive, solution-focused approach to team working
- Strong interpersonal skills