



Chetham's

Job Description

Box Office Coordinator

Responsible To: Marketing Manager

Hours of work: Full Time. Weekday daytime, with flexibility for evening and weekend working.

Holiday allowance: 20 days per year, plus bank holidays

CONTEXT:

Chetham's is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage. We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall – and we are united by one clear vision which is to bring people together.

We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

We are driven by our values to make music and education more accessible, to enrich the lives of people in Manchester and beyond, and to improve health and wellbeing through the magic of music and learning.

We're embracing our roots and opening the doors to our world-class facilities and collections to make a positive, long-lasting impact on local communities.

As we expand our programme of events in The Stoller Hall, we are looking for a Box Office Coordinator who can support the planning and delivery of our hugely varied events programme which includes classical and chamber music, folk and jazz, spoken word, comedy and conferences.

Our venue is modern and purpose built, and our whole team pride themselves in the variety of events we deliver, our excellent team and team working, and our great artist, client and audience experiences that we facilitate.

The Box Office Coordinator will support ticketing for The Stoller Hall, Chetham's School of Music and Chetham's Library, and occasionally third-party venues.

PURPOSE:

The Box Office Coordinator works across the Stoller Hall team, managing the box office systems and offering a breadth of flexible support for the events programme at the Stoller Hall.

The postholder will lead the day to day operation of the box office for the Stoller Hall, Chetham's School of Music and Chetham's Library, working closely with the Marketing and Operations teams to manage audience data, liaise with promoters, set events up on sale, manage guest lists and agency allocations and look after the ongoing development of the box office system - constantly improving the organisation's use of the software (Spektrix) and enhancing customer experience.

The postholder will support the box office event staff, through initiatives including, but not limited to: the development of user manuals; managing stock levels; ensuring provisions of floats; offering training and communication of key information to the wider team. They will also work closely with the FOH Venue Manager to recruit, supervise and rota box office event staff.

This role takes the lead as the first point of contact for our customers, interacting with the public in person, in written correspondence and verbally over the phone. The role upholds the exceptional customer service standards that the Stoller Hall has become renowned for.

In addition this role supports a broad spectrum of related administrative duties (including general administration) and is expected to actively work a regular rota of events, in either a Box Office or Front of House capacity, and provide support and cover for the wider team.

The role can expect a weekly division of duties to be, in the region of:

- 50% box office systems based work
- 25% general administration
- 25% events delivery

KEY RESPONSIBILITIES:

Box Office:

- Act as first point of contact for customers on a daily basis, providing telephone, email and counter sales service
- Ensure accurate information is provided clearly and reliably to customers and casual Box Office staff, and changes or updates to event information are promptly shared with relevant colleagues and audiences through Spektrix and website listings
- Take primary responsibility for managing the box office inbox and phone systems.
- Support customers with additional needs, for example access scheme users and group bookers
- Set up events to go on sale, using information provided internally, as well as liaising with hirers, promoters, artists, and external venues where we are providing a third-party box office service, to clarify details and specific requirements
- Categorise events on Spektrix to support venue data share and analysis, including with external organisations such as Audience Finder
- Set up and management of offers, discounts and promotional codes
- Manage ticket allocations including but not limited to external ticketing agencies, press, guest lists, allocations for School and the Development team and processing mark-backs
- Managing the relationships with key internal stakeholders in Chetham's School of Music and Chetham's Library – fulfilling ticket discount and allocation requirements, managing recharges, and communicating 'What's On' and ticketing and discount messages and processes
- Resolving finance queries from box office/Spektrix transactions (including connection to Opayo and interpretation of reporting)
- Maintain training resources and support Box Office staff through training and shadowing

- Alongside the FOH Manager, support coordination of the Box Office rota, staff recruitment, training and staff supervision as required (including working FOH Box Office shifts as required)
- Maintain the customer database, handling all customer data with sensitivity, accuracy and with awareness of GDPR regulations, and provision and development of reporting (financial performance, audience demographics etc)
- Support the production of financial reports and information analyses on audience demographics, to be shared with the wider team. Input into wider research and team guidance on ticket allocation strategies
- Working closely with the Marketing Manager and Development team to seek to improve customer service and income generation by exploring new ways to promote ticket sales, secondary spend and donated income through the Box Office and its systems
- Assist in defining call times for Front of House, Box Office, Technicians, Security and Bar staff and assist with rotas

PRS & Financial Support:

- Maintain accurate records of sales data from all external hires, and liaising with the Production Coordinator around information for settlements
- Assisting the Venue admin team with information for PRS submissions
- Maintain accurate records of programme sales, merchandise, bar and other income, and handle cash in line with financial procedures
- General data entry to support the Finance Department
- Cash management, including but not limited to: checking and maintaining floats, checking and recording cash takings, and banking receipts

Event Delivery:

- Provision of daytime and evening box office phone and counter service, alongside the team of casual event staff
- Working as part of the front of house team to deliver events under the Duty Manager's supervision

GENERAL RESPONSIBILITIES

The Box Office Coordinator will:

- Work in a collegiate and supportive fashion and seek to maintain the close team working environment of The Stoller Hall
- Input into the overall curation of the artistic programme, engaging in discussion and evaluative feedback on the Stoller Hall's programme
- Uphold and champion Chetham's twin priorities of Environmental Sustainability and Equality, Diversity and Inclusivity principles
- Offer proactive contributions towards audience development and marketing ideas/processes
- Promote Chetham's in a positive and professional manner at all times
- Display a flexible "can do" approach which will enhance Chetham's wider reputation
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
- Undertake any training necessary to meet the requirements of the post
- Adopt a flexible approach to working hours as required by the business
- Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
- Be open to new ideas, understand the need for change and be willing to adapt
- Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences

- Be responsible for his/her personal presentation, health and physical fitness
- Maintain a high level of attendance
- Take all possible steps to ensure a safe working environment for self and others

PERSON SPECIFICATION

Essential

- Suitability to work within a school environment
- Experience working in an arts venue, concert hall, festival or similar
- Experience in concert or event production
- Experience of working in a Box Office setting, including direct sales, group bookings and access support
- Experience of responsibly undertaking financial administration tasks
- Understanding of ticketed event set ups in seated and unseated venues, including agency sales, discounting and promotions
- Scrupulous attention to detail, ensuring accuracy across all financial transactions, event set ups and in the use of customer data
- Awareness of current data protection legislation and GDPR
- Good understanding of and enthusiasm for music and performance across all genres
- Superb interpersonal and customer service skills and ability to communicate in a calm and positive manner with a range of audiences, whether in person, by telephone or by email
- Highly organised and motivated, able to work to multiple deadlines and to prioritise workloads calmly and effectively
- Ability to work confidently across a range of standard PC software and venue-specific systems including Box Office CRM systems
- Total commitment to quality in every aspect of the role
- Commitment to personal and organisational improvement and development
- Willingness and ability to work unsocial/weekend hours as required

Desirable

- Experience of working in a similar or related position
- Experience of the Spektrix box office system and Artifax event management software
- Experience with Wordpress
- Specific knowledge of and enthusiasm for classical music
- Experience of and of directly supporting and motivating a team
- Experience of setting up events, liaising with external agencies and promoters, and managing discounts, promotions and guest lists
- Experience of producing written training resources and 'handbooks'
- Awareness of how the Box Office can support marketing, fundraising and audience relations, and a genuine interest in improving and developing systems across the organisation
- Experience of managing a venue diary or room booking system
- Knowledge or experience of working with grant giving organisations such as Arts Council England
- Experience of working on corporate events and conferences.

CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with *Chetham's Child Protection and Safeguarding Policy*, the *Staff Code of Conduct* and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Joint Principal (NS).

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students. I agree that I have read and understood the attached job description.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date