

Dear Applicant

Box Office Supervisor

Please find enclosed an information pack for the role of **Box Office Supervisor** at Tobacco Factory Theatres.

Further information about Tobacco Factory Theatres can be found on our website <http://www.tobaccofactorytheatres.com/>

This application pack includes:

- Information about Tobacco Factory Theatres
- Job Description and Person Specification
- Terms & Conditions
- Application Process

Please also remember to complete the Equalities Monitoring Form and return with your application.

We hope that this pack will help with any questions you might have about the job and the application process. However, if you have any further queries please contact the Theatre Administrator on theatre@tobaccofactorytheatres.com

Applications by: **10am Fri 17 August 2018.** We regret that applications received after that time cannot be considered.

Interviews: **Thu 23 August 2018.**

Expected Start Date: **As soon as possible**

Application method: CV and covering letter (maximum 2 sides of A4 each) detailing suitability for the position to recruitment@tobaccofactorytheatres.com. In the subject bar please write '**Box Office Supervisor**'.

We look forward to receiving your application and thank you for your interest in Tobacco Factory Theatres.

"The future of theatre lies in places like this."
Jonathan Miller

—
Patron Mrs Mary Prior MBE JP
Trustees Sarah Smith (Chair), Andrew Allan-Jones, Bertel Martin
Kate McGrath, Mark Panay, John Retallack, Chris Sims, Anna Southall
Company no. 04536120 / Charity no. 1097542



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ENGLAND**

TOBACCO FACTORY THEATRES

We are looking for an exceptional individual to join the team at Tobacco Factory Theatres as Box Office Supervisor.

The Box Office Supervisor will play an instrumental part in the day-to-day running of our busy Box Office. Assisting the Operations Manager with all Box Office operational and managerial duties, the Box Office Supervisor will ensure our Box Office runs smoothly at all times, providing exceptional service and supporting the needs of our busy theatre whilst driving forward ticketing income.

MISSION STATEMENT

We tell astonishing stories in extraordinary ways, in our two contrasting theatres at our iconic South Bristol building. Reflecting the voices of everyone in this city, we offer an exceptional programme of live theatre of a wide range of styles for audiences of all ages and backgrounds to enjoy and take part in.

OVERARCHING PHILOSOPHIES FOR THE PERIOD 2018 – 2022

1. We will tell Everyone's Stories on our stages; a programme of excellent theatre that represents and engages our diverse community, nurtures and supports local artists, and develops Bristol's reputation as a cultural destination.
2. We will broaden our audience reach, to actively engage people living within a stone's throw in South Bristol, who are amongst the country's most disadvantaged, and who do not currently think that theatre is for them.
3. We will invest in the artists and audiences of the future through high quality projects and programmes for children and young people with a focus on South Bristol.
4. We will operate with our trademark spirit of warmth, welcome, accessibility and flexibility, taking care of everyone we work with and for.
5. We will balance risk taking, innovation and ambition with financial resilience and sustainability in order to underpin growth in income and activity. We are an organisation that adapts and responds quickly to change and opportunity.

Further information about Tobacco Factory Theatres can be found on our website <http://www.tobaccofactorytheatres.com/>

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JOB DESCRIPTION

Box Office Supervisor

Reports to: Operations Manager

SCOPE

Box Office Supervisor

Tobacco Factory Theatres is looking for a Box Office Supervisor at an incredibly exciting moment for the theatre. In the autumn of 2018 we prepare to open a second theatre space and continue to further expand our programme of engagement, participation and development opportunities for young people, artists and audiences.

We are looking for a friendly, proactive and highly organised member of staff with exceptional customer service skills to play an instrumental part in the day-to-day running of our busy Box Office. The Box Office Supervisor will assist the Operations Manager with all Box Office operational and managerial duties to provide exceptional service whilst driving forward income generation and supporting the needs of our busy theatre. The Box Office Supervisor will work regular fixed shifts on our Box Office where they will complete the majority of the administration tasks with some regular weekly work in our administration office.

Key responsibilities

- Work regular shifts on our Box Office. Performing daily Box Office administration tasks whilst proactively selling tickets and assisting customer needs via phone, email and in person.
- Keep abreast of the Tobacco Factory Theatres programme including shows, pricing, multibuy and other offers, opportunities to donate and Get Involved and Artist Development activities etc., in order to better inform and advise customers as well as upselling to drive income generation in a variety of ways.
- Assist the Operations Manager with Box Office strategy, developing and overseeing the introduction of new systems and procedures.
- Assist the Operations Manager with staff recruitment, training and creating the Box Office staff rotas.
- Assist with the line managing and supervision of Box Office staff, working closely with each member of the Box Office team to drive forward the upselling of productions, multibuy, donations, memberships, merchandise and show programmes.
- Positively and proactively respond to customer needs and enquiries, including resolving difficult situations and involving the Operations Manager in complaints where appropriate.
- Program shows onto our Box office system and our website.
- Support theatre staff with ticketing and reporting enquiries.

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- Assist the Operations Manager with Tobacco Factory Theatres's ticket agent process, continuing our excellent reputation as a ticket agent whilst increasing clients to drive forward income.
- Assist the Operations Manager with weekly Box Office administration tasks such as generating reports and show returns, invoicing, organising postal tickets, housekeeping and any other related tasks.
- Work with the Operations Manager and Head of Marketing to monitor daily sales in order to stagger release of seats in the implementation the organisation's demand managed pricing strategy.
- Work closely with the Operations Manager and Finance Department on the regular banking of Box Office takings, troubleshooting problems and discrepancies when required.
- Act as the main Box Office contact when the Operations Manager is not on site.
- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for.

Other Duties:

- To attend staff meetings, season launches, press nights where possible
- To keep abreast of all activities at Tobacco Factory Theatres
- Abide by Tobacco Factory Theatres policies
- Any other duties as mutually agreed

Required skills:

- Good experience of working with a Box Office system
- At least one year of experience working on a busy box office
- Experience of cashing up, recollection and banking duties.
- Exceptional people skills including verbal and written communication
- A warm, approachable and enthusiastic personality
- A proactive person who can confidently communicate a brand and upsell
- Organised with a meticulous attention to detail
- The ability to multitask in a high pressurised environment
- An interest and enthusiasm for theatre and the value of the cultural sector
- Committed to working as part of a team
- Excellent IT skills

Desirable:

- Experience with the Box Office system Spektrix in both the Sales and Admin interfaces
- Experience of line managing and training a team of staff

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- Experience of working with volunteers

Permanent contract working 25 hours per week. Fixed shifts working across a maximum of 5 days (Tue - Sat) which will involve some early evening work. There will be regular Tuesday and Saturdays shifts with some flexibility around the other regular shift days.

At certain busy times of the year there will be the opportunity to add additional Box Office shifts. These will be payable at our hourly Box Office rate and added to the monthly salary.

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TERMS & CONDITIONS

Box Office Supervisor

Hours per week:	Part Time (25 hours per week).
Salary:	£17,000 per annum (pro rata), dependent on experience TFAT subscribes to an auto enrolment pension scheme
Contract:	Permanent
Holiday:	30 days inc bank holidays
Employer:	Tobacco Factory Arts Trust
Location of post:	Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF
Responsible to:	Operations Manager
Trial period:	Two months
Notice period:	Two months
Applications by:	10am Fri 17 August 2018. We regret that applications received after this time cannot be considered.
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