







Tobacco Factory Theatres is a place of welcome and wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

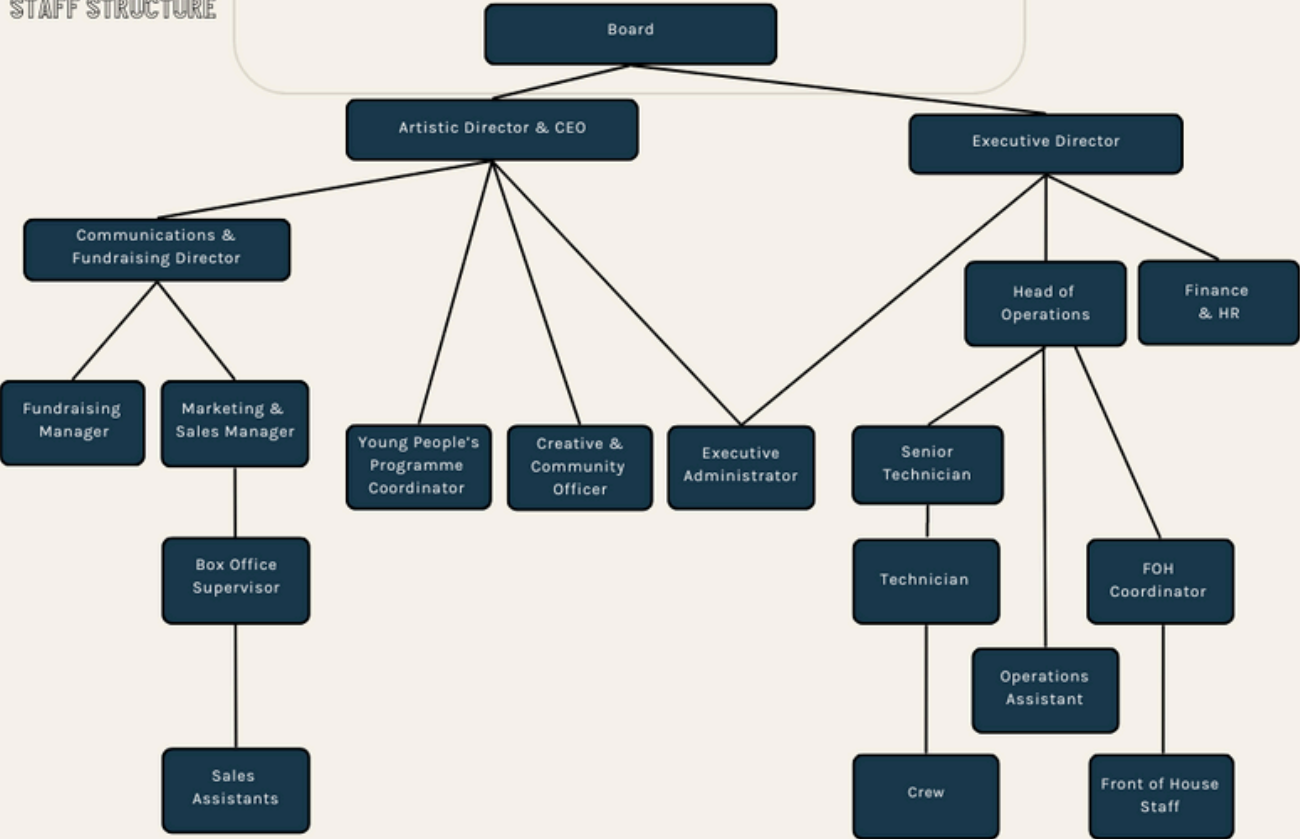
We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2023, we made our work more accessible than ever with 1,377 financial difficulty tickets issued for those who would not be able to attend at the standard or concessionary price. At Christmas we were delighted to offer our first, free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

Working from a place of sustainability, this coming year at TFT promises to be an exciting time of growth with 3 new in-house productions; *The Marriage of Figaro* (co-produced with Opera Project), *Hansel and Gretel* (co-produced with New International Encounter) and *The Winter's Tale* (directed by our Artistic Director, Heidi Vaughan). These productions will compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.

STAFF STRUCTURE





# JOIN THE JOURNEY...

**Job Title:** Box Office Supervisor  
**Reports To:** Marketing & Sales Manager  
**Responsible for:** Sales Assistants

**SCOPE:**

We are looking for a positive, proactive and enthusiastic Box Office Supervisor to join our Sales team in this newly created role.

This role is an integral part of the Sales team in organising the data held on our CRM system, Spektrix, and delivering outstanding customer service to our audiences.

The Box Office Supervisor will be the main liaison between the Marketing & Sales Manager and the Sales Assistants, responsible for customer relations and producing the weekly rotas. They will line-manage the Sales Assistants and be responsible for the administration of all event and customer data on Spektrix.

This role will also work closely with the Fundraising Manager to ensure that data held on the Spectrix Opportunities Interface, for all fundraising contacts, is kept up to date at all times.

This is a 24 hours a week position with an essential Monday shift and occasional evening and weekend work.

## KEY RESPONSIBILITIES:

### Box Office

- Work alongside the Marketing & Sales Manager to ensure the smooth running of the Box Office.
- Oversee all Box Office infrastructure including phones and payment devices.
- Work regular shifts on our Box Office, performing daily administration tasks whilst proactively selling tickets and assisting customer needs via phone, email and in person.
- Ensure all customers are helped in an efficient, courteous, and effective manner, delivering a high standard of customer care at all times, be it in person, on the phone or online.
- Ensure that all processes for ticketing and fundraising are completed accurately and efficiently.
- Understand Tobacco Factory Theatres full programme to better inform and advise customers and be proactive in upselling to drive income generation.
- Work during show incomings, to manage counter tickets and enquiries and liaise with Front of House staff prior to performances in a timely, friendly and efficient manner.
- Reviewing and responding to customer comments, liaising with other departments as required to investigate and resolve as necessary.
- Ensuring timely and accurate reconciliation of Box Office takings and investigating any discrepancies.

### CRM programming using Spektrix:

- Setting up and administration of shows and events on Spektrix and the website and the maintenance of our database.
- Support the Fundraising Manager with the set up and administration of new memberships, donors, TFT Business Club Members and all fundraising campaigns via the Opportunities Interface on Spektrix.
- Support the Communications and Fundraising Director in compiling audience insights from Spektrix reports to inform marcomms strategies and to populate our annual sales into Arts Council England's Illuminate platform.

### **Other Responsibilities:**

- Work collaboratively with the Marketing & Sales Manager and wider Sales Team to encourage and promote Groups and Schools bookings.
- Support the Marketing & Sales Manager with inhouse print distribution and poster displays at Box Office and in the main bar area.
- Support the Marketing & Sales Manager with sales reporting across the organisation and with external companies.
- Support the Marketing & Sales Manager with the management of ticket agency allocations.
- Positively and proactively respond to customer needs and enquiries ensuring the highest standard of customer care.

### **PERSON SPECIFICATION:**

#### **Essential**

- Experience of working directly with the public, demonstrating excellent customer care.
- Experience of working in a customer service or sales environment and knowledge of effective sales techniques.
- Experience of managing a database using a CRM system.
- Proven ability to work well within a team.
- Proven ability to lead a small team of casual staff where you supported other members of the team,
- Excellent IT skills, including working knowledge of Microsoft Office Word, Excel and Outlook.
- Ability to organise and prioritise, work well under pressure and adapt to new situations, with accuracy and attention to detail and meet deadlines.
- Willingness to learn and develop new skills and systems.
- Excellent written and verbal communication skills.
- The ability to deal confidently with difficult situations.
- Confidence in working independently and on own initiative.
- Ability to understand and promote the theatre programme.

#### **Desirable**

- Experience working in a theatre or arts environment
- Experience working with ticketing systems, preferably Spektrix
- Knowledge and enthusiasm of the arts



JOIN THE JOURNEY...

**TERMS & CONDITIONS:**

**Contract:**

1 Year Fixed Term

**Hours:**

24 hours per week (0.6 FTE)

**Annual salary:**

£24,000 pro rata per annum paid monthly in arrears

**Shift pattern:**

Monday 10am - 3pm (minimum)

Remaining hours allocated through weekly box office rotas

**Holiday:**

30 days (pro rata) per annum inclusive of Bank Holidays

**Employer:**

Tobacco Factory Arts Trust

**Location of post:**

Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF

**Probation period:**

3 months in which notice period is one week on either side

**Notice thereafter:**

2 months

**APPLICATION PROCESS:**

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in the 'Essential' section.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please email:

**[recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com)**

**To apply:**

Please email [recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com) with the subject 'Box Office Co-ordinator' and include all of the following:

- Completed application form outlining your experience against the personal specification
- Or a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

**Deadline:**

10am Friday 19 July

Applications received after this time cannot be considered

**Interviews:**

Thursday 27th of July 2024.

**Start date:**

ASAP following offer



# TOBACCO FACTORY THEATRES

[tobaccofactorytheatres.com](http://tobaccofactorytheatres.com)

*Tobacco Factory Theatres would like to thank Arts Council England and Bristol City Council  
for their continued support.*



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**ARTS COUNCIL  
ENGLAND**

