



Box Office Manager

Full Time (Permanent Contract)

ABOUT ST GEORGE'S BRISTOL

St George's Bristol is one of the UK's leading concert halls. In a typical year we welcome around 120,000 visitors to the building and dozens of artists across a range of music genres and spoken word. We aim to create a diverse and sustainable programme of the world's finest musicians and thinkers, and to provide a vital platform for local amateur creators, as well as supporting the work of practitioners in grassroots, voluntary and learning contexts. We are also a registered charity, and our Learning and Participation programme engages with many children and young people each year through innovative creative projects and partnerships. We are a Real Living Wage employer, accredited by the Living Wage Foundation.

To find out more about the work of St George's, [click here](#).

To find out more about the team at St George's, [click here](#).

JOB OUTLINE

We are looking for a music-loving, organised and sales-focused team leader to take on the role of Box Office Manager.

Reporting to the Head of Marketing & Communications, you will lead a dedicated group of talented Box Office Assistants, ably assisted by a Box Office Co-ordinator. You must be a confident and empathetic team leader interested in investing in your staff and getting the best out of them.

The Box Office team is a core part of the *St George's Welcome*, which aims to give our visitors the very best experience when they are with us. Leading this team, you will be responsible for maintenance and ongoing enhancement of this welcome, and constantly on the lookout for ways to improve the ticket-buying experience for customers, in person, online and over the phone.

As the Box Office is crucial for growing our ticket sales, the Box Office Manager will have an entrepreneurial instinct for improving the customer journey as well as increasing the volume of sales. You'll grow and strengthen St George's ticketing processes, listings information and how we use our data to improve sales. You will enjoy data analysis and using the data we have at our disposal to inform pricing decisions, as well as take on responsibility for GDPR-compliance.

This important role will suit someone who demonstrates extensive experience of ticketing work, has solid understanding of the processes that go into running a successful Box Office, and understands Spektrix (our ticketing system and CRM database), or similar, to an advanced level. You will have excellent knowledge of data management.

This is an exciting time to join St George's Bristol. In 2023, we're 200 years old and we're looking to the future and how the venue will grow and change. Join us to be part of that future.

INCLUSION POLICY

In acknowledgement that some voices are under-represented in the arts, we commit to interview every candidate who identifies as disabled and/or being from a culturally diverse background. If you identify in this way, we would be grateful if you could make this clear in your covering letter.

We acknowledge that the term 'culturally diverse background' is imperfect and does not adequately represent all experiences or communities. We use it to refer to the cultural backgrounds which may be termed the Global Majority and/or Black, Asian, and Minority Ethnic. We are reviewing the language we use to describe diversity and difference.

ROLE OUTLINE

This role is designed to oversee the smooth functioning of ticketing and sales of St George's Bristol, including management of the Box Office team, and leading on the improvement and development of ticketing, based on data.

Team Management

- Line management of Box Office Assistants and the Box Office Co-ordinator.
- Shift management including rotas, shift swaps, timesheets, etc.
- Training of Box Office Assistants and responsibility for their continued professional development.
- Supporting the Box Office team in their day-to-day duties (e.g. refunds, complex questions).

Data Management

- Overall responsibility for Spektrix, our CRM system.
- Responsibility for GDPR and Data Protection compliance.
- Responsibility for reporting to relevant stakeholders on ticketing performance and trends.
- Responsibility for data gathering for event and organisational evaluation.
- Developing and implementing new ways of using our data to better inform decision-making, and improvement of ticket sales volumes.
- Responding to data-sharing requests.
- Developing and implementing a database development plan, in liaison with the Marketing and Development departments.

Sales and Ticketing

- Financial oversight of the Box Office, online and in person.
- Responsibility for banking, reconciliation, PCI compliance, liaison with our Finance and Development departments, and other duties, to ensure we know exactly what income is going through the Box Office.
- Overall responsibility for the Box Office as a sales tool, online and in person.
- Overseeing and improving the customer journey, making purchasing as easy and engaging as possible, helping us acquire more customers and retain existing ones.
- Developing and implementing On Sale processes that best suit the operational needs of St George's and the customer journey - including event setups, pricing, and liaison with Marketing about timelines and campaigns.
- Responsibility for pricing, offers and upselling across Box Office online and in person.
- Managing ticket allocations for hirers and ticket agencies.
- Ensuring the completion of PPL PRS reports quarterly.
- Developing ways to leverage our Box Office to generate new lines of income (e.g. Ticket Agency).
- Developing new ways of increasing ticketing income for St George's Bristol events (e.g. group bookings, targeted offers, ticketing collaborations and cross-selling).

Other duties

- Fulfilling other duties as directed by the Head of Marketing & Communications.
- Representing St George's Bristol at sector events where relevant to ticketing.
- Stepping in to replace Box Office colleagues in their duties in exceptional circumstances.

PERSON SPECIFICATION

Essential	
Experience	Extensive experience of working in a Box Office
	Relevant management experience in a Box Office
	Relevant experience of team co-ordination
	Demonstrable data management experience
	Demonstrable administrative and financial management experience
	Experience of working on complex projects
Knowledge	Good knowledge of the arts sector
	Advanced computer literacy
	Advanced use of Microsoft Office, especially Excel
	Detailed knowledge of Spektrix or Tessitura or equivalent CRM systems
	Solid understanding of GDPR compliance and Data Protection
Skills and abilities	Excellent written and verbal communication skills
	Strong planning and evaluation skills
	Methodical and highly organised; excellent time management
	High level of accuracy and attention to detail
	Excellent problem-solving skills
Personal qualities	A passion for music and the arts
	An empathetic and encouraging leader, willing to lead from the front
	Friendly and approachable manner
	An excellent multi-tasker
	Professional and proactive approach
	Team player
	Creative and entrepreneurial
	Flexible and resilient

Desirable	
Experience	Previous experience at Box Office Manager level
	Relevant experience of line management
	Experience of working in music venues specifically
	Experience of being an organisation's data controller
Knowledge	Educated to bachelor's degree level in a relevant professional area
	Knowledge of PCI Compliance
	Knowledge of PRS Reporting

TERMS & CONDITIONS OF SERVICE

Reporting to	Head of Marketing & Communications
Direct reports	Box Office Co-ordinator & Box Office Assistants
Salary	£24,000 per annum
Holidays	33 days per year inc. all 8 statutory Bank Holidays
Working Pattern	Full-time, 37.5 hours per week - usually Mon-Fri, 10am-6.30pm (inc. 1 hour break), but can and will include some evening and weekend work – we operate a TOIL policy for this.
Pension	St George's Bristol operates a Group Pension Plan which complies with current legislation.
Benefits	Staff ticket scheme for complimentary and discounted tickets for events; staff catering discount in St George's café/bar.

APPLICATION

Please email a max two-page CV and a covering letter stating why you think you are suited to this role to recruitment@stgeorgesbristol.co.uk

Please also complete our anonymous Equal Opportunities monitoring form online [here](#).

The deadline for applications is Friday 15 July at 10am.

Interviews will be held during the week commencing 18 July.