



## Job Description

Job Title: Box Office Coordinator

Responsible to: Box Office Manager

### Bristol Music Trust

Bristol Beacon is a music charity, renowned venue and award-winning music education hub. We're here to help make space for music every day, with everyone. We do this through a remarkable programme of live music performance, participation and education. Our vision is to unite people through the joy of live music and believe that doing so has the power to create a better society for all of us.

Part of Bristol's cultural heritage for 150 years, Bristol Beacon has hosted some of the world's greatest musicians from Ella Fitzgerald to The Beatles to London Symphony Orchestra. We strive to be a symbol of hope and community, a focal point for music and a place of welcome, warmth and light.

Operated by Bristol Beacon since 2011, in 2018 we embarked on a major capital transformation of our venue to create a world-class concert hall for the city and region, with accessibility and inclusion at its core. Hailed as one of the most significant investments in cultural infrastructure in the UK in recent times, we reopened in November 2023 with a programme that included landmark commissions, celebrations of Bristol artists and performers, star names in music and comedy, and a blockbuster Orchestral season. With an ambitious ongoing programme of concerts, gigs, festivals, conferences and more, and with new spaces dedicated to education and talent development, we anticipate hosting 800 events and welcoming 400,000 visitors per year from across Bristol, the Southwest and internationally.

As an organisation we are equally and increasingly recognised nationally for our work to grow music education and participation. We have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music Education Hub lead for Bristol and from 2025 the West of England, we deliver the National Plan for Music Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led Transformation Promise programme is backed by strategic funding partners and includes working with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

We are showing further sector leadership through our sustainability commitment to become the first UK concert venue to achieve Net Zero.

We achieve all of this through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference and place great importance on inclusion, wellbeing, and staff engagement, so that our team can be their best

selves at work.

## Box Office

The work of the team covers all aspects of a customer's experience when visiting Bristol Beacon. It is essential that excellent customer service is provided at all times and the team take pride in providing a proficient and welcoming Box Office Service to all our customers and visitors to our spaces.

The Box Office is a visible and knowledgeable presence within Bristol Beacon and provides an essential element of our venue, from customer happiness to promoter relationships.

The Box Office team maximise sales including ticket income and associated sales, provide data insight and analysis and work closely and collaboratively with the Marketing, Programme, Development and Finance team to ensure we are providing a high quality, innovative Box Office that enhance Bristol Beacon's programme of shows and events.

## Purpose of the Role

The Coordinator supports the development and promotion of Bristol Beacon's Box Office. They provide essential support to the Box Office Managers through the building of shows on Spektrix, our Box Office ticketing system, and through our promoter relationships.

The Box Office Coordinator demonstrates high standards of customer service and care and is able to motivate and model these standards to the rest of the team, they are able to maximise income from tickets and other sales and deliver a professional and efficient booking service for Bristol Beacon.

## Key Responsibilities

1. Support the delivery of a high quality Box Office service, provide a high level welcoming Box Office and customer service, to all users of the Box Office and our spaces and provide Box Office sales support, completing sales transactions as needed in order to meet operational needs.
2. Plan and coordinate the work of box office assistants as needed, instructing and motivating staff, answering queries and ensuring tasks are undertaken to the required standards and that staff are up to date with programme information. Assisting Box Office Managers with time management, breaks etc. as required.
3. As needed have the ability to manage shifts on StaffSavvy to meet casual staffing requirements e.g. for events where a Box Office Manager is not on shift and support the training of Box Office staff when required.
4. Work collaboratively to schedule, deliver and update ticketing set ups for events and on sales using Spektrix our ticketing management system, managing changes once events are on sale. Optimise the use of Spektrix for scheduling of reports and data management. Provide accurate reports, agent allocations and other information as needed.
5. Proactively use other systems including Artifax, Zendesk, Microsoft packages, including Outlook and Excel, DotDigital, WordPress, crowdEngage and any other relevant systems and software to maximise the promotion and effective sale of events.
6. Work as part of a team to achieve income targets for the Box Office. Promoting tickets

and events, upselling and promoting the services of the Box Office to customers and clients and reconciling income.

7. Work with and build good relationships with internal teams, including Marketing, Programme, Production and Development, and also external clients, including promoter communications. Collaborate with the Finance Team on procedures for bookings and external contracts.
8. Support the transaction of memberships and other opportunities via Spektrix. Have an awareness of all campaigns and work with the Development team to provide relevant information to customers and support and upsell campaigns. Inform customers about changes to events and tickets and provide agent comms to inform customers at a transactional level.
9. Maintain accurate and relevant customer data on our Box Office system, ensure regular maintenance and security of data in line with GDPR and Data Security and be up to date with new technology and Box Office developments.
10. Have an overview of Access needs to help maintain and manage our Access Register and have knowledge and understanding of the different kinds of additional needs for our customers and be able to support additional needs for customers.
11. Handle daily queries to our Customer Facing Box Office email service and our Promoter Facing Box Office Email service. Monitor and respond to queries across Bristol Beacon's social media channels.
12. Support the coordination of the customer journey, supporting Box Office Managers with analysing customer feedback and responding to complaints.
13. Provide a friendly and visible on the floor presence for customers, audiences and visitors whilst our Box Office is open.
14. Manage events when an evening or weekend Box Office is required.
15. Reconciliation of income e.g. for external or remote Box Office provision.
16. Set an example on the application, implementation and adherence to all Bristol Music Trust Policies and Procedures.

## Employee Specification

**Essential** – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

### Core Competencies

#### LEADERSHIP

- Ability to organise own and others activities.
- Provides supervision of a team with a well-defined staff which deals mainly with issues which occur regularly.

#### COMMUNICATION

- Is able to exchange detailed and more complex information to a broader range of staff.

#### ADAPTABILITY & FLEXIBILITY

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to handle conflicting priorities, and deal with unusual incidents.

#### CUSTOMER SERVICE

- Understands customer needs and provides customer satisfaction.

- Is able to give timely advice in response to enquiries from customers and direct team members accordingly.

#### TEAMWORK

- Effective delegation, monitoring and motivation of the team.
- Seeks ideas and input from colleagues in own and other teams to make best use of team. expertise and improve team performance.

#### PLANNING & ORGANISATION

- Provides work on time and to required standard
- Able to make some plans for the team or project under direction.
- Responds positively to changing priorities and can re-plan accordingly.

#### Role Specific Competencies

##### PROFESSIONAL AND TECHNICAL

- Able to maintain and develop box office software and phone systems. Experience of using box office ticketing and marketing software. Experience and knowledge of Spektrix is an advantage.
- Previous Concert Hall/Theatre box office experience and an appreciation of all forms of entertainment.
- Supervisory experience in a similar arts/venue environment.
- Knowledge of financial and ticketing reporting within a box office ticketing system, able to understand spreadsheets, process numerical information and communicate this information to other key members of staff.
- Experience of transactional reconciliation and reporting.
- Accuracy and attention to detail.

#### Special Conditions

This post will involve working daytimes, evenings, weekends, and some bank holidays. The working hours for this post are determined by a flexible rota system.

#### Occasional Duties

The role holder will carry out any other duty that is reasonably required.

#### Place of Work

Your usual place of work is Bristol Beacon, central Bristol, but you may be required to work at other locations that are reasonably placed including Beacon Music Centre and other locations around the city where we may run an external Box Office.

#### Outline of Terms and Conditions:

Role: Box Office Coordinator

Salary: £26,265 per annum

Contract: Permanent

Hours: Full-time, 37 hours

Annual Leave: 24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service

Probationary Period: 6 months

Pension: Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum 4% employee contribution

## Application Procedure

To apply please complete the application form on our StaffSavvy recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team. **Please use our Application Guidance when writing your application in order to make the best of your application and to be aware of what we are looking for in shortlisted applicants.**

If you require our application form in an alternative or if you need to provide your application in a different way or have questions about the recruitment process for the role, please contact our People Team [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. Disabled applicants who meet the essential criteria for the role, will be offered an interview.

If you have specific questions about the role, or would like an informal chat about the role please contact our People Team [hr@bristolbeacon.org](mailto:hr@bristolbeacon.org)

Closing date: 28<sup>th</sup> October 2024 9am.

*Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.*

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Date created/modified: October 24

Created by: Box Office and HR

Approved by: Chief Operating Officer