



Job Description

Job Title: **Box Office Supervisor**

Responsible to: Box Office Manager

Bristol Music Trust

Bristol Beacon's purpose is to unite people through the joy of live music. As a renowned venue and award-winning music education hub, we achieve this through a remarkable, diverse and inspiring programme of live music performance, participation and learning.

Our broad performance programme encompasses music of all genres from classical, jazz, folk and roots, to rock, pop, electronic music, and genre-defying festivals, as well as local choirs, orchestras, and schools. As an organisation increasing in national importance, 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 the region, 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 ensembles every year. Our community programme works with people in all sorts of setting across the city to feel inspired and connected through music, including children under five, those from low-income families, adults living in social isolation or with complex health needs, and children in care and care leavers.

We play a vital role as a civic space for the city, facilitating meetings, hosting large-scale conferences and fairs, community workshops, providing café, bar and restaurant spaces, and hosting a range of performances beyond music.

In 2023 we opened our transformed concert halls in central Bristol after a once-in-a-generation redevelopment programme, including the 2,100-capacity Beacon Hall, 500-capacity Lantern Hall, and a brand new education and development space in the historic cellars, dedicated to developing new talent and skills and incorporating a new performance venue aimed at young people and emerging artists.

We have ambitious sustainability and access goals as a forward-thinking, modern venue and organisation; playing our part as a sector-leader in our approach to this work.

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, inclusion, wellbeing, and staff engagement, so that our team can be their best selves at work.

Bristol Beacon is operated by Bristol Music Trust, which was established in 2011 as an independent charity to operate Bristol Beacon as a venue and as the lead organisation of the region's music education hub.

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 Supervisor 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 Supervisor 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.

Date created/modified: July 26

Created by: Box Office and HR

Approved by: BB HR

Outline of Terms and Conditions:

Role:	Box Office Supervisor
Salary:	£28,000 per annum
Contract:	Permanent
Hours:	Full-time, 37 hours, working a flexible rota over 7 days per week, including evenings, weekends and bank holidays. Our rota is provided at least one month in advance.
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%

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

Reasonable adjustments will be made for applicants if required, please let us know if you have any needs. **We particularly encourage and support applications from disabled and ethnically diverse backgrounds as these groups are currently underrepresented within the arts and culture sectors**

If you have specific question about the role, then for an informal chat please contact the People team on hr@bristolbeacon.org

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.
