



## **INFORMATION FOR APPLICANTS: BOX OFFICE SUPERVISOR**

October 2021

Dear Applicant

Please find attached an application pack for the position of Box Office Supervisor at Sherman Theatre. Many thanks for your interest in this role.

The Box Office at Sherman Theatre is the first point of call for audiences and visitors to our venue. Our Box Office team provides the highest standards of customer service, in a manner, which is always approachable, warm and friendly. Sherman Theatre is looking for a dynamic, customer-focused individual to fill a permanent part-time position within the Box Office team.

The Box Office Supervisor will support the Sales & Insight Manager by deputising in their absence whilst carrying out core Box Office duties including providing the highest standards of customer service, maximising sales opportunities, assisting with marketing activities, and optimising the function of Sherman Theatre's Reception. To help ensure we continue to deliver excellent customer service in the Welsh language, a fluent Welsh speaker is required fill this post. This role is vital to the organisation as we move towards welcoming our audiences back to in-person performances.

Sherman Theatre is one of the UK's leading producing theatre and one of Wales' most important cultural institutions.

Based in the heart of Cardiff, Sherman Theatre creates and curates exceptional theatre for the people of Cardiff, Wales and beyond. Its focus on the development and production of new writing and on nurturing of Welsh and Wales-based artists makes the Sherman the engine room of Welsh theatre. Sherman Theatre tells local stories with global resonance through its productions rehearsed and built under its roof in the capital. The Sherman is a place for everyone. It generates opportunities for the citizens of Cardiff to connect with theatre through inspiring and visionary engagement.

Over recent years we have gone from strength to strength with national awards recognition, critical acclaim for our work and increasing audiences. We have used the time afforded us during the pandemic to improve our building, our systems and our infrastructure and we are now looking for new members to join the team across a number of roles. As we head into Autumn 2021 we are looking forward to our first performances in front of live audiences in over 18 months. Re-engaging with our audiences and our communities is at the heart of everything we do and this role is crucial to ensuring that the organisation runs as smoothly as possible to enable that.



To apply for the post, please download the application form, cover sheet and equal opportunities monitoring form from our website: [www.shermantheatre.co.uk/jobs](http://www.shermantheatre.co.uk/jobs) and send them to us at [recruitment@shermantheatre.co.uk](mailto:recruitment@shermantheatre.co.uk). Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is **noon on Friday 5 November 2021**. We'll confirm receipt of your application by email.

Interviews to be held on **Friday 12 November 2021**. Please let us know, on the application cover sheet, whether you would be available for interview on that date so that we can be aware, in plenty of time, if we may need to make alternative arrangements for any short-listed candidates.

If you need more information or support before you apply, please contact us at [recruitment@shermantheatre.co.uk](mailto:recruitment@shermantheatre.co.uk)

Thank you for your time in respect of this application – and we really do look forward to hearing from you, and exploring how your skills, experiences and passion will make a real difference to our work.

Good luck with your application

Yours faithfully

Julia Barry  
Executive Director  
Sherman Theatre



## **JOB DESCRIPTION: BOX OFFICE SUPERVISOR**

Sherman Theatre wishes to appoint a Box Office Supervisor to support Sherman Theatre's work to reach audiences and generate income.

<b>Rate of Pay:</b>	£18,658 per annum, pro rata
<b>Term:</b>	The post is offered as a part time, permanent position, subject to successful completion of a 6 month probationary period
<b>Hours:</b>	21 hours per week to include some evening and weekend work. TOIL will be applicable for any hours worked over 21 per week
<b>Holidays:</b>	20 days per year pro-rata, plus the 8 recognised bank/public holidays, with days accruing for length of service up to a maximum of 25 days plus bank/public holidays.
<b>Period of Notice:</b>	1 month with additional weeks accruing for length of service (The notice period during the probationary period is 1 week.)
<b>Pension:</b>	Sherman Theatre operates a qualifying workplace pension scheme.
<b>Right to work:</b>	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006.
<b>References:</b>	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre.
<b>Start date:</b>	The post is available immediately.



## **JOB DESCRIPTION: BOX OFFICE SUPERVISOR**

### **Main purpose of role:**

To support the Sales and Insight Manager by deputising in their absence. To provide the highest standards of customer service, in a manner which is always approachable, warm and friendly. To optimise sales opportunities and to assist with marketing activities within an integrated Marketing team. To optimise the function of Sherman Theatre's Reception.

### **Reports to:**

Sales and Insight Manager

### **Key relationships**

Box Office Supervisor (f/t), Box Office Assistants, Head of Marketing and Communications, Marketing team and Front of House team

## **RESPONSIBILITIES AND DUTIES:**

### **1. Deputise for the Sales and Insight Manager**

- In the absence of the Sales and Insight Manager in the evening and at weekends administer the Box Office system, oversee completion of team duties and handle issues including customer service issues as they arise. Tasks will include changing pricing if required, authorising company tickets, adding ticketing types etc.

### **2. Provide the highest standards of customer service in a manner which is always approachable, warm and friendly.**

- Display a good knowledge of events, prices, packages, promotional offers, activities in the building and programme changes in order to provide a comprehensive, efficient service.
- Take the lead on dealing with customer queries/complaints in the absence of the Sales and Insight Manager.
- Listen actively to customers, gather feedback and follow company protocols and procedures, referring up as necessary.
- In the absence of the Sales & Insight Manager. Supervising the work of the Box Office Assistants to ensure consistency of excellent customer service.
- Ensure all telephone calls are handled in the appropriate manner.
- Work as part of a team, sharing your knowledge with others.
- Attend and contribute to team meetings as required.
- Provide safe egress of the public in the event of an emergency.
- To act as a designated First Aider.

### **3. Assist the Sales and Insight Manager to achieve an efficient, professional Box Office function.**

- Sell tickets, facilities and other Sherman Theatre products efficiently and in a friendly, helpful way, up-selling and cross-selling where appropriate.
- Accurately record customer data in order to enable monitoring of customer trends and behaviour.
- Ask data protection questions including mailing list opt in

- Encourage customers to add donations when booking.
- Accuracy in monetary transactions, checking floats, ensuring knowledge of price structures, cashing up and balancing box office takings at the end of each shift.
- Maintenance of the box office system.
- Contribute to sales promotions, marketing initiatives and mailing fulfilment, and ideas on improving customer care and data collection.

**4. Assist the Sales and Insight Manager to achieve an efficient, professional Reception.**

- Operating the switchboard and handling incoming phone calls for departments across the organisation.
- To open and lock the building including operations of alarms.
- Maintain the security of all keys for the building, keeping an accurate record of all keys signed out.
- To operate the building pager system and the public announcement system.
- Receive and process deliveries for all teams and ensure items are collected
- Receive, sort and distribute all company mail, and open and date stamp admin post.
- To be a key person in the evacuation process and act as Fire Coordinator in an emergency or evacuation.

**5. Undertake Marketing and Communications tasks**

- Promote initiatives to customers such as group bookings and undertake telephone marketing where appropriate.
- Send out pre and post show customer service emails
- Replenish all leaflets daily and maintain the point of sale, including stock of appropriate publications and merchandise and update poster sites.
- Undertake distribution in areas across Cardiff
- Ensure listings for Sherman Theatre are kept up to date on external websites

**6. Be aware of company systems and protocols**

- Adhere to administration systems.
- Follow protocols for data entry and telephone switchboard operation.
- Accept appropriate individual responsibility for the observance, promotion and implementation of Sherman Theatre's policies on Equal Opportunities, Health and Safety, Customer Care and Licensing.
- Handle data in accordance with the General Data Protection Regulations and Sherman Theatre's Data Management Policy

**It is a duty to abide by the current Equal Opportunities Statement and other Policy statements as detailed in the Staff Handbook.**

*Note: You are employed as Box Office Supervisor. However you may be asked to perform other duties at the same grade and remuneration package and to the same total hours of work. You will be given four weeks' notice of any proposed changes in duties.*

*This is a new post and job description and as such may be subject to changes made by your line manager, or may be part of discussions at either your annual Appraisal, or other appropriate meetings depending on the urgency of the discussion required.*



## **PERSON SPECIFICATION: BOX OFFICE SUPERVISOR**

### **ESSENTIAL**

- *Fluent Welsh Speaker*
- *Strong customer service experience.*
- *Experience of working with computerised sales systems, preferably a Ticketing system.*
- *Experience of cash handling and reconciling income.*
- *Flexible with working hours, including evenings and weekend.*

### **DESIRABLE**

- *Experience of working in a Box Office*
- *Experience of working in a supervisory capacity*
- *Knowledge of the Spektrix CRM system.*
- *Experience of working in a telesales environment.*
- *Experience of working in and a passion for the arts.*
- *Experience of fundraising.*
- *First Aid Trained.*