



Royal Court Theatre
Sloane Square, London, SW1W 8AS
Admin 020 7565 5050
royalcourttheatre.com
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The Jerwood Theatres at the Royal Court Theatre
The English Stage Company Limited at the Royal Court Theatre
Registered in England & Wales company number 539332
Registered charity number 231242 VAT number 238 9311 47

JOB DESCRIPTION

BOX OFFICE MANAGER

Full time, permanent

ABOUT THE ROYAL COURT

The Royal Court is the writers' theatre - the leading national and international force for championing, cultivating and supporting theatre writers. Through work on our stages alongside national and local projects, we pioneer the theatrical form, explore big ideas, empower new voices – and in doing so enrich and enliven audiences and communities through transformative experiences.

In January 2024, our new Artistic Director David Byrne took up leadership of the Royal Court. Alongside his first season as artistic director, this coming year is a key moment to re-interrogate and renew our work. We have a focus and ambition to be the most relevant, exciting and meaningful version of 'the writers' theatre' across the next decade.

The Royal Court is committed to fostering an inclusive and collaborative culture in which everyone can do their best work. We are an equal opportunities and disability confident employer. We are particularly keen to receive job applications from individuals with protected characteristics currently under-represented in our workforce, particularly including Black & Global Majority and D/deaf & disabled applicants.

ABOUT THIS ROLE

Job Title: Box Office & Sales Manager

Line Manager: General Manager

MAIN PURPOSE

This is a key role overseeing the day-to-day operations and strategic role of the Royal Court's Box Office and Sales function. Acting as a leading member of our frontline teams, the role includes line managing Box Office staff; developing box office and ticketing strategies to maximise sales income; working with sales and marketing teams and other departments to improve audience insights and share data. Jointly with the Front of House Manager, the role also oversees wider use and upkeep of our public spaces and library; and manages playtext, programme and merchandise sales.

The role will inspire the Box Office team to deliver excellent service by telephone, in-person and online and capture data accurately and effectively using the ticketing system (Spektrix). They will ensure all members of the team are well informed about the artistic programme at the Royal Court, able to champion the work and collaborate with Front of House Manager to ensure the best, joined up customer experience across our frontline teams. This will include working from the Box Office front desk at least two days a week and on shift through to performance time at least twice a week.

RESPONSIBILITIES

Staff & Team Management

- Line managing and supporting Box Office staff, including leading on the recruitment, management, organisation, training and empowerment of these teams.
- Preparing monthly staff rotas and responding to sick leave cover and emergency staffing issues.
- Communicating with and supporting the frontline teams on the Front of house opening, close down and lock up procedures.
- Being aware of key programming and marketing activity, liaising with other departments to ensure Box Office team is adequately staffed and fully informed to manage busier booking periods as well as being the main contact and information point for the day to day activity across the building.
- Reading and engaging with our artistic work and programmed plays, and encouraging all Box Office staff to do so, ensuring knowledgeable audience engagement and together discussing the best way to talk about plays to potential customers and manage potential responses/questions.

Box Office Operations

- Leading the Box Office team to ensure a positive, collaborative culture and consistency in information-sharing and procedures; connecting with all frontline teams (including Front of House, Bar & Kitchen, Stage Door and Security staff) to co-ordinate plans, activity, upkeep of facilities, public areas (such as library and book sales offers) and customer welcome.
- Maintaining the Box Office Handbook and ensuring Box Office staff deliver the best standards of welcome, customer service and audience experience.
- Jointly with the Front of House Manager, managing playtext, programme and merchandise sales, including stock ordering, budgeting, forecasting and reconciliation; liaising with relevant teams on sales strategy; and co-ordinating across Box Office, Usher/Front of House and Bar & Kitchen teams.
- Jointly with the Front of House Manager, overseeing the use and upkeep of the venue's new front of house library provision.
- In-person leading front desk evening and/or matinee operations and audience welcome up to performance time at least two evenings (or equivalent) in a typical week.
- Ensuring Box Office staff are aware of access performances and provision and can confidently and sensitively support access needs; including new initiatives such as Access Membership.
- Dealing with customer complaints confidently, effectively and appropriately, escalating these to Senior Management when necessary.
- Liaising with the Head of Operations & Sustainability to ensure day to day provision of efficient Box Office IT & phone systems; and ensuring correct voicemail information is set at all times.
- Re-setting building equipment when needed, logging faults and reporting issues.

Ticketing & Spektrix

- Maintaining the relationship with Spektrix, as well as third party ticketing organisations, and support development of the CRM system and relevant staff training, updates and peer learning.
- Managing the set-up of all performances, tours and supplementary offers (e.g. playtexts, pre-ordered drinks) – liaising with internal teams to check all deadlines and details including use of Queue-It and similar systems for key on-sale/announcement moments.

- With the Sales & Marketing team, developing and implementing ticketing strategies to maximise box office income and ensure consistent information – including dynamic pricing/rebanding, offer codes/promotions, use of Apple Pay & Google, upselling products and merchandise.
- In collaboration with the Sales and Marketing team, working with third party ticketing agents to drive sales and promotions, including ensuring smooth integration with our Spektrix systems.
- Managing key ticket allocations and holds including £15 Mondays, departmental holds, contractual ticket allocations with creative teams and co-producer, and external house seat requests, including daily audit and decision-making around ticket hold releases.
- Managing Press Night lists and allocations for productions and other events in/outside the Royal Court including West End/Broadway transfers and other projects as required.
- Managing and agreeing restricted view and any other special attribute seats for each production with Sales and Marketing, Production and Producing teams.
- Managing and updating sales and ticketing reports for internal and external users.
- Notifying Box Office Staff and ticket agents of any cancelled or amended performances; and working with the team to ensure customers are contacted promptly, courteously and efficiently.
- Upholding the staff ticketing policy, including offers of membership for departing staff.
- Liaising with the Development team for set-up & renewal of memberships on Spektrix.

Data & reporting

- Providing detailed financial and sales reports to relevant departments and producers.
- Working with the Sales and Marketing team to identify relevant booking and sales data and analysis to support audience behavior insights and future strategy; identifying new ticketing opportunities and approaches to maximise income.
- With the Finance Department, contributing to regular box office accounting reports and reconciliation, including where necessary investigating issues with chargebacks, advance box office providers and ticket agents.
- Working with associated third parties in line with the Royal Court's Data Sharing Agreement.
- Support the organisation in reporting to Arts Council England and other stakeholders on audience statistics and insights.

General

- Contributing to a respectful and inspirational working culture at the Royal Court, including in relation to sustainability, health and safety, safeguarding and other policies; and upholding and developing our commitments and practice around anti-racism and anti-oppression.
- Attending weekly marketing, press and sales meeting; frontline operations meetings; staff meetings, and other meetings to feed into and collaborate on the delivery of all our work and disseminate information back to frontline teams.
- Working between the Front of House Office and the front Box Office desk to build frontline staff relationships, engagement and motivation; and covering Stage Door breaks as required.

This job description is a guide to the nature of the work required of the Box Office & Sales Manager. The post holder may be required to undertake other duties appropriate to the nature of the post as agreed with the Executive team.



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PERSON SPECIFICATION

Knowledge and Experience

- Experience working in a similar role in a busy arts or ticketing organisation.
- Experience managing staff teams in operational roles.
- Experience in a customer-facing context, managing the needs of a wide range of customers and promoting positive service.
- Good working knowledge of Spektrix or equivalent CRM ticketing system to manage sales and analyse data.
- Good working knowledge of integrating a box office system with other ticketing and promotional platforms through an API feed (for example DotDigital, Wordpress, TodayTix etc).
- Understanding of and commitment to the progression of anti-racism and anti-oppression in the workplace and through your role.

Skills

- A professional and welcoming attitude, with the ability to communicate effectively with a wide range of people and stakeholders.
- Strong IT and financial literacy, including confidence with data analysis and reporting.
- Adept at problem-solving with the ability to exercise tact and discretion when dealing with both colleagues and public.
- Excellent people skills with the ability to manage and motivate a team through a culture of trust, collaboration and individual empowerment.
- Pro-active and self-motivated with the ability to prioritise and work effectively across a number of tasks.
- Strong organisational and administrative skills with high attention to accuracy and detail.

HOW TO APPLY

To apply, please send a CV and short covering letter (no more than two sides of A4) in Word doc or PDF. The covering letter should clearly address the key criteria outlined in the job advert.

Your application can also be sent through in the form of a voice note, or PowerPoint presentation (no more than five slides). Should there be a more accessible format in which you would prefer to send an application, please email the recruitment inbox.

**Applications should be sent to the recruitment inbox at recruitment@royalcourttheatre.com.
The deadline for applications is Sunday 11 August 2024.**

The Royal Court Theatre operates the Disability Confident scheme, which means you are guaranteed to be shortlisted to the next stage if you meet the minimum criteria. Please clearly outline in your email if you would like to be considered under this scheme.



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TERMS AND CONDITIONS

Hours: 40 hours per week, core hours 10am-6pm but adjusted to include two shifts on the front desk until performance time in a typical week.
Due to the nature of this role some evening and weekend work will be required and you may be asked to work additional hours from time to time. A TOIL system is in place to balance unusual hours.

Contract: Full time/Permanent

Salary: £34,320 (gross) per year

Holiday Entitlement: 25 days per year, plus bank holidays

Pension: The English Stage Company operates a defined contribution pension scheme. All eligible staff members will be automatically enrolled after three months' service and contributions will be made at the current rates as set by the Pensions Regulator, which is 8% of qualifying earnings (3% employer/5% employee). For more details, please visit: <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>

All permanent members of staff who have completed their probation period are entitled to join the English Stage Company's salary sacrifice pension scheme, where contributions will be matched up to a maximum of 5% of gross salary provided that the minimum total contribution under auto-enrolment rules is met.

Other Benefits:

- Complimentary and discounted tickets for performances, subject to availability and the Royal Court's staff ticket policy.
- Discount on meals and drinks in the Royal Court's Bar and Kitchen.
- Cycle to work and season ticket loan schemes.
- Free life insurance.
- Discretionary days leave at Christmas.
- Staff social events