



WE'RE HIRING!

ST MARTIN-IN-THE-FIELDS



Box Office Manager Application Pack

Closing date: Monday 18 October 2021, 9 AM

WHO WE ARE?

St Martin-in-the-Fields is a working parish church in the heart of London. St Martin's operates a number of successful commercial activities on site including the Box Office, Café in the Crypt/Courtyard, Shop, Events and Venue hire and a full and varied programme of concerts, the profits from which support the work of the church. St Martin's has around 380 concerts per year and is well-known for offering a platform for talented musicians at the beginning of their careers as well as hosting some of the finest ensembles, choirs and soloists in Britain, plus weekly Jazz and live music nights.

In this role you will be working directly with our customers, line manage a small team and support the Concerts Manager and Head of Marketing. The Box Office sometimes sells tickets for other venues and is often the meeting point for visitors. You will need to demonstrate the highest levels of customer service and have a positive attitude in everything you do.

The main purpose of the job will be: to manage the Box Office, overseeing the set-up of concerts and events, and the sale of tickets; to provide the highest levels of customer service, managing correspondence and in person queries and as first point of contact for many visitors to St Martin's, have a full understanding of the activities on site; to provide sales insight and analysis by interpreting box office data; and to liaise with concert promoters and provide advice and guidance on pricing strategy.

As activities at St Martin's increase, the role of the Box Office has the potential to expand into a broader role of welcome.

ARE YOU INTERESTED?

This role is a full-time permanent position. The nature of our front of house box office service means that there will need to be 7-day cover in place and some weekend/early evening working will be required which will be shared between the post-holder and assistant(s), with some cover also being provided by other Front of House Hosts. A flexible approach to working hours is therefore offered in order to undertake the role, although it will be expected that the post-holder is usually based on site.

WORKING WITH US

Based at: St Martin-in-the-Fields, Trafalgar Square, London

Working pattern: 40 hours per week (full time)

Salary: £29,500 per annum, plus Workplace pension (auto enrolment)

Perks: free tea and coffee, uniform, access to Employee Assistance Programme (EAP), discounts in shop and cafés (subject to t & cs)

Holiday entitlement: 25 days holiday plus bank holidays

St Martin's is a place where everyone is welcome, and we welcome applications from everyone. We want to attract people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs so that we can continue to look at the world with fresh eyes and find new ways of doing things. St Martin's is committed to diversity and inclusion, and we believe this helps us to be a more relevant and effective organisation.



JOB PROFILE

1. Operational

- Oversee the effective day to day operation of the Box Office, ensuring that service standards are followed
- Acquire, maintain and provide accurate and up to date information to customers
- Manage the efficient running of the Box Office system (Spektrix), ensuring it is up to date
- Reviewing and updating seating plans, in accordance with ticket structures
- Manage the Box Office equipment and processes, including computers, telephones, filing, promotional displays, stationery and other Box Office resources
- Deal with any special or exceptional circumstances arising from the day-to-day management of the Box Office
- Organise and lead regular meetings providing clear communication and transfer of information to the Box Office team and other colleagues in marketing and programming.
- Dealing with customer comments and complaints in an appropriate manner
- Scheduled input of forthcoming concerts into the Box Office system
- Overseeing the release of reserved tickets as appropriate
- Manage the changing of access codes to meeting and music spaces
- Be responsible for day-to-day oversight of the foyer spaces, ensuring they are well maintained, information is presented clearly and attention to all aspects of visitor experience is upheld
- Ensure concert listings are up to date on the website (Word press)

2. Data and reporting

- Ensuring data collected is in line with Data Protection and GDPR legislation
- Manage accuracy of the venue's mailing list and database records, including regular data cleansing to avoid duplicate accounts
- Provide sales information to promoters and colleagues when requested

3. Sales and promotion

- Contribute to the creation of sales incentives and promotional ideas
- To set up and sell tickets, packages and other items as required
- Where appropriate, up sell ticket/dining packages or other add-ons
- Provide an efficient and productive booking system for the public, including counter, phone and online sales, plus sale of tickets for other venues if appropriate
- Organise customers' ticket refunds and exchanges whilst also maintaining waiting lists
- Managing sale or return ticket requests, ticketing deals, and the briefing of these deals to the wider Box Office team

4. Finance

- Reconcile all daily cash, and credit card payments and investigate any discrepancies

5. People management and personal development

- Ensure the Box Office team are motivated to maximise sales and provide consistent levels of high customer care
- Plan and manage the team rotas, arranging for cover where appropriate
- Keep and maintain attendance records
- Provide training for Box Office team, both at the induction stage and on an on-going basis, to ensure standards are maintained and as required
- Ensure that all the policies, including health and safety and service standards are adhered to by all Box Office employees in all areas and recommend appropriate actions where necessary
- Develop and maintain documentation and training material

6. Foyer

- Maintaining the foyer as a friendly and welcoming environment for visitors to the venue
- Ensure all display materials are kept up to date

This is not an exhaustive description of the duties. Aspects will change over time and the jobholder is expected to contribute to the role's development and progression.

PERSON SPECIFICATION

To be effective in this role you will need to demonstrate knowledge of the following, including formal training where appropriate:

- Experience of supervising in a Box Office or similar ticketing venue
- Be highly organised and a forward-thinking person, with the ability to manage conflicting priorities
- Be able to anticipate a client's needs
- Demonstrate a real attention to detail and excellent timekeeping
- Deliver excellent customer service
- Possess clear verbal and written communication skills
- Understanding of Data Protection Act and GDPR legislation
- Sound experience of Box Office systems (we use Spektrix)
- Sound experience in Microsoft suite (365, Word, Excel, Outlook)

Desirable

- Use of Spektrix, or similar system
- Web editing skills (WordPress)
- Knowledge of Gift Aid

On top of this you will need to:

- Work in sympathy with the ethos and values of St Martin's
- Have a positive, can-do attitude and be willing to go the extra mile to make a visitor happy
- Be proactive – spotting opportunities to improve things or to enhance our overall experience
- Be flexible – sometimes working in the evening to support concerts or ensure the smooth running of events or helping across other areas of the business if needed to support colleagues.



HOW TO APPLY

To apply for this post, please email the following to recruit@smitf.org by 9 am on Monday 18 October 2021.

- a supporting statement, explaining why you want to join us
- a CV detailing your relevant achievements in each role, and including details of two referees, one of whom should be your current or most recent employer
- interviews by arrangement in person (likely to be in the week commencing 25 October)

If you would like to chat about this role, please email HR or call 020 7766 1101.

For a full job profile see our website <https://www.stmartin-in-the-fields.org/jobs/>

As we generally receive a high volume of applications, we do not acknowledge receipt. Only shortlisted candidates will be contacted. Please note this advert may close at short notice.

WANT TO KNOW MORE? Look at our social channels to get a glimpse inside life at St Martin's



@stmartininthefield
@smitf_london



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