

JOB TITLE: Assistant Box Office Manager (Temporary)

REPORTS TO: Marketing Manager, Box Office Manager

RESPONSIBLE FOR: Box Office staff

SALARY: £19,318 (£28,173 FTE)

Hours: 24 hours per week, 6-month contract.

JOB OVERVIEW:

To be a member of the front-line team providing Box Office functions. To ensure a high level of service at all times to external customers (including promoters) and colleagues. To maintain the efficient and effective running of The Queen's Hall Box Office, managing of the same alongside the Box Office Manager and taking overall responsibility in their absence. To maintain a high standard of Box Office service, to assist the Box Office Manager in the implementation of overall Box Office policy and to play an active part in the promotion of the venue's events, contributing to the overall marketing plan of The Queen's Hall. To ensure that The Queen's Hall is a welcoming, comfortable and safe place for all users including audiences, customers and staff.

The role will be appointed initially on a six-month basis.

Key responsibilities

Box Office management

- Maintain security of the Box Office during operational hours and secure the area at the end of the day as per The Queen's Hall's procedures.
- Record and report on daily takings and other financial transactions to comply with The Queen's Hall Box Office procedures.
- Supervise and train Box Office staff in The Queen's Hall systems and procedures.
- Ensure all Box Office procedures conform to statutory and venue requirements with regard to Health and Safety, hygiene, environmental health and customer care.
- Liaise with The Queen's Hall staff, agents and visiting artists with regard to event set-up, ticket sales and allocations.
- Regularly check and respond to incoming enquiries to The Queen's Hall's Box Office and Box Office Manager email inboxes.
- Contribute to the smooth running of events, by recording details accurately and communicating same to colleagues, including the Duty Manager.
- Provide customer, event and financial information as required by other departments, in particular Marketing and Finance.

Box Office operation

- Deal with face-to-face, telephone and internet sales from customers in a professional, helpful and timely manner.
- Maintain the physical appearance of the Box Office area, ensuring that it is always tidy, attractive and safe for members of the public and other visitors.
- Deal with any complaints, problems or issues, or direct to correct member of staff to get a swift and acceptable resolution for all parties.
- Maintain call back lists for sold out shows and/or suggest alternatives to customers.
- Deal with general enquiries from the public, visiting companies, contractors and visitors to The Queen's Hall, ensuring provision of excellent customer care.
- Operate the Box Office system, including the maintenance of the customer database and its efficient use by The Queen's Hall, ensuring data is compliant with the relevant data protection laws.

Managing Relationships:

- Interact with the general public and other visitors to and users of The Queen's Hall, in a friendly, welcoming and professional manner
- Work creatively, cooperatively, and collaboratively with colleagues to deliver agreed Queen's Hall strategies, plans and projects
- Upholding the Staff Code of Conduct in all working relationship relationships

Employee Specification

The Assistant Box Office Manager will have previous experience in box office work, ideally in an arts venue, be able to work periods without supervision and understand the need to provide excellent customer service to all users and accurate and timely data for colleagues.

A calm, positive and friendly outlook is required when dealing with all customers, other users of The Queen's Hall and staff. Pride in the level of service offered is crucial as is a proactive attitude to doing tasks that ensure excellent customer service and experience for anyone interacting with The Queen's Hall.

Essential Experience	Desirable Experience
Previous similar role in an arts organization.	Interest in live music.
Dealing with customers from a wide range of social and diverse backgrounds.	Ability to understand different customer needs.
Leading and motivating staff.	Experience of working with casual staff.
Friendly and polite with excellent communication skills.	Proof-reading skills.
Ability to stay calm under pressure.	
Handling money.	
Use of Microsoft Office, including Excel.	
Excellent attention to detail.	
Problem solver.	
Professional and well-presented.	

For Guidance and will be included in Contract of Employment

Hours of Employment:

Refer to Employee Contract for hours per week. Extra hours may be necessary during peak periods such as the Edinburgh Festivals and Christmas periods and may be up to seven days per week during busy times.