JOB TITLE:	**Box Office and Customer Service Manager**
REPORTS TO:	**Marketing Manager**
RESPONSIBLE FOR:	**Assistant Box Office Manager (part-time), Box Office Supervisors and Box Office Assistants**
CONTRACT:	**Permanent, full-time, 35 hours per week**
SALARY:	**£28,000–£32,000 per year, depending on experience**
LOCATION:	**The Queen's Hall, Clerk Street, Edinburgh**

About The Queen's Hall

The Queen's Hall is a 900-capacity independent music venue and charity, housed in a converted Georgian church in Edinburgh's Southside. We present and host live music across classical, jazz, folk, rock, pop and more, working with professional promoters, community organisations and our resident orchestra, the Scottish Chamber Orchestra. The Box Office handles around 250 events each year and welcomes over 100,000 visitors.

Why this role matters

The Box Office is often the first and last contact people have with The Queen's Hall. We want every customer to find booking simple, every promoter to find us easy to work with, and every show to go on sale accurately and on time.

We want to keep improving how our Box Office works — making our processes consistent and efficient, making it easier for customers to book and manage their tickets, and making us straightforward to deal with for promoters and colleagues alike. This role helps lead that work, and builds a confident, well-trained team to deliver it.

You will work closely with the Marketing Manager, who leads on audience insight, pricing strategy and customer communications. Together you will improve our relationships with promoters, colleagues and customers.

Key responsibilities

1. Running the Box Office day to day

- Lead the efficient running of all Box Office services: in person, by phone, by email and online.
- Make sure the Box Office is open, staffed and ready for every show, and that the area is secure, tidy and welcoming.
- Act as the lead user of Spektrix, our ticketing system: manage settings, user access, hardware (printers, card machines, scanners) and liaison with Spektrix support.
- Manage relationships with external ticket agents, including allocations and reconciliations.

2. Customer experience and self-service

- Contribute to setting and maintain clear customer service standards, and make sure the team meets them.
- Help improve the online booking journey and customer self-service — for example account management, ticket exchanges and refunds, and digital tickets — working with the Marketing Manager and our website supplier.
- Handle complaints and difficult enquiries fairly and promptly and use what we learn to make things better.

- Keep customer-facing information (terms and conditions, booking policies, FAQs) accurate and easy to understand.

3. Access and accessibility

- Lead on access booking scheme, making sure customers with access requirements can book easily and get what they need on the day.
- Maintain access records and any access scheme, in line with data protection rules.
- Brief Front of House and other colleagues on access needs for each performance.

4. Show builds and promoter relations

- Be the day-to-day ticketing contact for promoters, hirers and the Scottish Chamber Orchestra.
- Build all events in Spektrix accurately and on time, including seating plans, price bands, allocations, holds and on-sale dates.
- Agree ticketing set-up with promoters and co-ordinate with Technical, Front of House and Operations teams so every show is ready.
- Manage the Scottish Chamber Orchestra's seasons and subscriber bookings with their team.
- Provide promoters with clear, timely sales updates.

5. Finance and settlements

- Liaise with the Finance and Commercial Manager to make sure processes and procedures are in line with needs.
- Oversee accurate recording, reconciliation and banking of daily takings, in line with our financial procedures.
- Prepare promoter settlements after each event, working with the Finance team.
- Make sure card payments are handled securely and in line with payment card security rules (PCI DSS), and that staff know how to spot and prevent fraud.

6. Customer data and data protection

- Keep our customer database accurate, tidy and up to date, including merging duplicate records and recording customer consent correctly.
- Make sure the Box Office handles personal data in line with UK data protection law (UK GDPR).
- Provide sales data and reports to the colleagues as needed.

Note: audience analysis, segmentation and reporting are led by the Marketing Manager.

7. Leading and developing the team

- Recruit, train, supervise and motivate the Box Office team, including the Assistant Box Office Manager, Supervisors and Assistants.
- Plan and publish staff rotas that match staffing to demand and budget, including Festival and Christmas peaks.
- Create and maintain a training programme so every team member is confident with Spektrix, our procedures and customer care.
- Hold regular one-to-ones and team briefings and deal with performance issues fairly.

8. Improving how we work

- Review, standardise and document all Box Office procedures so work is done the same way every time.
- Find and remove unnecessary steps, manual work and duplication.

- Track how well the Box Office is performing and suggest improvements to the Marketing Manager.
- Keep up to date with good practice in ticketing and customer service across the sector.

9. Working across the organisation

- Work closely with the Marketing Manager on customer experience, on-sales, pricing input and promoter relations.
- Work with Technical, Front of House, Operations and Finance colleagues to make sure events run smoothly.
- Attend team and production meetings and report on Box Office matters.
- Make sure Box Office procedures meet health and safety, and other legal and venue requirements.

What this role leads on, and what it contributes to

This role leads on (with oversight from the Marketing Manager)	This role contributes to (led by others)
Box Office operations and staffing	Pricing (led by others)
Customer service standards	Audience analysis and segmentation (led by Marketing)
Access bookings	Customer communications and campaigns (led by Marketing)
Show builds in Spektrix	Show set-up on the day (with Technical, Front of House, Operations)
Promoter settlements	Commercial and hire agreements with promoters (led by Finance and Commercial Manager
Customer database upkeep and data protection	

How we will know the role is working well

- Box Office procedures are written down, consistent, and understood by the whole team
- Events go on sale accurately and on sale on time.
- More customers can book or find tickets or event info online without needing to contact us.
- Promoters and colleagues receive accurate settlements promptly, and find us straightforward to work with.
- A cleaner customer database (fewer duplicates, correct consent records).
- Customers with access requirements can book as easily as anyone else.
- The team is confident using Spektrix and clear about the standard of service we expect

Employee Specification

You are an experienced box office or ticketing professional who enjoys leading a team and making things work better. You are calm under pressure, careful with detail and money, and you care about giving every customer and promoter a good experience.

Essential Experience / Skills	Desirable Experience / Skills
Experience running or supervising a box office, ticketing or similar customer service operation, ideally in the arts or live events	Experience of Spektrix
Experience of managing, training and motivating a team, including rotas	Experience of working with promoters, hirers or ticket agents
Confident using ticketing or customer database systems, including setting up events and running reports	Experience in a music venue or concert hall
Good understanding of data protection (UK GDPR)	Knowledge of access schemes and accessible booking practice
Accurate with cash handling, reconciliation and financial records	Understanding of payment card security (PCI DSS)
Excellent customer service and complaint handling skills	Experience of working with casual or flexible staff
A track record of improving processes or ways of working	Experience of the Edinburgh Festivals
Excellent communication and relationship skills	An interest in live music
Well organised, with strong attention to detail	
Good IT skills, including Microsoft Excel	
A commitment to access, inclusion and equality	
Able to work evenings, weekends and busier peak periods	

For guidance and will be included in Contract of Employment

Salary

£28,000–£32,000 per year, depending on experience.

Hours of employment

35 hours per week, including evenings and weekends. Extra hours will be needed during peak periods such as the Edinburgh Festivals and Christmas, when work may be up to seven days a week. Time off in lieu (TOIL) will be given

Annual leave entitlement

25 days plus 10 public holidays.

Pension

You will be automatically enrolled in The Queen's Hall's workplace pension scheme, with an employer contribution of 3% of qualifying earnings. You may opt out if you wish.

Probationary period

This post is subject to a three-month probationary period, with reviews at four weeks and three months. The probationary period may be extended by up to a further three months where appropriate.

Other benefits

Complimentary tickets to some shows are available for staff.

Our commitment to inclusion

The Queen's Hall welcomes applications from everyone. We particularly encourage applications from people who are under-represented in the arts. If you don't meet every point in the person specification but believe you could do this job well, we would still like to hear from you. If you need this information in another format, or need any adjustments to apply, please contact Steve Williams, Marketing Manager (stevew@queenshalledinburgh.org)

How to apply

Please send a CV detailing your relevant work experience, and a covering letter which lays out your suitability for the role to stevew@queenshalledinburgh.org