

**Position:** Box Office Coordinator

**Reporting to:** Box Office Manager

**Working with:** Box Office team  
Marketing & Communications department

**The Role**

To support a technically excellent, customer-focussed and accessible Box Office for internal shows, events and external ticketed functions.

The Box Office Coordinator is responsible for Box Office administration, banking and reporting, supporting the Box Office Manager and acting as a first point of contact for the Box Office casual team on shift.

**Main Tasks and Responsibilities**

- Supervise the Box Office casuals team, ensuring they are briefed and kept up to date of new events, processes and activity in the building
- Promote and maintain the highest standard of customer service in all Box Office operations
- Act as a front-line member of the Box Office team when required, including counter and phone sales
- Maximise income from bookings, including upselling ice creams, tours and dining
- Monitor the tickets@ and access@ inboxes to ensure that emails are replied to in a timely, informative and helpful manner
- Oversee Groups and Schools booking requests for events or tours from initial enquiry through to payment, through regular contact, minimising cancellations and financial risk, and maintaining a high conversion rate from interest to payment
- Support any specific requirements for Groups and Schools visits through liaising with Front of House and Engagement teams, including any meeting and greeting of schools where appropriate
- Support the Box Office Manager with Spektrix, our CRM system, including new event set-up, updates to existing events, setting up promotional offers and pulling customer data and reports
- Work closely with the Engagement department in the delivery of Bristol Old Vic Young Company registration and associated reporting
- Work with the Finance team to reconcile payments, receipts, complete daily banking, and other tasks as required

- Act as the point of contact for visiting and in-house companies with regards to company tickets, sales reports and data sharing agreements
- Administrate the ticket lottery (a monthly draw for complimentary tickets, often for fundraising events), taking the opportunity to develop Groups and Schools contacts when possible
- Deputise for the Box Office Manager as required, including attending meetings, handling customer complaints and responding to internal enquiries and reporting requests

## **General**

The following responsibilities are shared by all staff at Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all Bristol Old Vic policies including Equal Opportunities, RESPECT Charter, Health & Safety and other policies included in the Staff Handbook
- To keep up to date with the activities of the organisation
- Undertake additional duties as may reasonably be required

## **Review Arrangements**

This job information cannot be all encompassing. Over time, the emphasis of the job may change without changing the general character of the job or the level of duties and responsibilities entailed.

This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

## **Terms and Conditions**

**Salary:** £18,000 per annum pro rata

**Contract:** Fixed Term: 6 months

**Hours:** 28 hours per week (ideally two 8-hour days and three 4-hour days). The Box Office Coordinator may be required to work extra hours in order to fulfil the role (for example, evening press nights). An informal time off in lieu system is in operation.

**Holiday:** 5.6 weeks (including bank holidays) pro rata

**Pension:** It is the law that, depending on your age and level of earnings, we may be required to automatically enrol you into a workplace pension scheme where both you and the company will be required to make contributions (auto enrolment pension scheme).

**Notice:** After a one-month (4-week) probationary period (during which there is one week's notice), one months' notice on either side.