

# BRISTOL OLD VIC

## Vision

### *A world transformed by your imagination*

#### ABOUT US

Bristol Old Vic is the longest continuously-running theatre in the UK and following a £12million redevelopment project, is now one of the most modern and comfortable with state of the art rehearsal rooms, a dramatically extended forestage and precision-engineered sightlines giving audiences an even more intimate theatrical experience.

As we emerge from the COVID-19 pandemic, Bristol Old Vic's Vision, Mission & Values are unchanged, but we are determined to seize the opportunity the pandemic has afforded us to transform the business: offering a high quality, progressive, inspiring, relevant and representative programme, in a new live/streamed hybrid form, giving everyone the opportunity to encounter and enjoy creativity.

#### Our Mission:

- Inspire, delight and surprise the people of Bristol and far beyond with excellent live theatre in an atmosphere of creativity, welcome and adventure
- Transform the lives of our artists, our public (young and old alike) and our staff through the creative opportunities we offer in our building and across the city
- Nourish, share, celebrate and be inspired by the heritage of Britain's oldest theatre
- Develop a flexible and sustainable business which embodies the value of our theatrical identity and history

#### Our Values:

- Bristol Old Vic people are welcoming, professional and boundlessly curious; playful, ambitious and rigorous; resourceful, honest and generous; collaborative, dedicated and bold; Bristolian and global at the same time
- We are custodians of Bristol Old Vic for future generations and do everything in our power to build on and amplify its phenomenal history
- The stories we tell should fully reflect our society so that all sections of Bristol's community feel Bristol Old Vic belongs to them
- We remember at all times that everything we do is an experiment, that uncertainty makes discovery possible and that it is our job to explore rather than to define



## JOB DESCRIPTION

**Position:** Deputy Box Office Manager  
**Reporting to:** Box Office Manager  
**Working with:** Box Office team and Marketing & Communications department

### The Role

To support a technically excellent, customer-focussed, and accessible Box Office for internal shows, events and external ticketed functions. To maximise sales and donations income through the box office in line with strategies set by the Head of Ticketing and Audience Insight.

The Deputy Box Office Manager 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.
- Maximise income from bookings, including upselling ice creams, tours and dining.
- Support the Box Office Manager with training new starters, regular appraisals and meetings with the Box Office Team
- Manage a suitable staff rota alongside the Box Office Manager, within budget, enabling the department to respond to the demands of telephone and counter sales
- Ensure that the box office adheres to and follows policies and procedures relating to GDPR and Data Protection.
- Support the Box Office Manager to deliver Bristol Old Vic Ticket Agency services for non-Bristol Old Vic events both in the building and outside the building
- Monitor the tickets@ and access@ inboxes to ensure that emails are replied to in a timely, informative and helpful manner.

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- 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 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.

## Organisation wide Responsibilities

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 attend regular staff meetings and other departmental meetings that may be arranged.
- To keep up to date with the activities of the organisation.
- Undertake additional duties as may reasonably be required.

## Person Specification - Essential Skills

- Supervisor experience
- Confident in working with computers
- Excellent customer service and sales skills
- Good time management and communication skills

## 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.

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

## Terms and Conditions

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| <b>Hours:</b>     | 40 Hours per week. The Deputy Box Office Manager 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.                    |
| <b>Salary:</b>    | £23,000 per annum pro rata  |
| <b>Contract:</b>  | Permanent   |
| <b>Holiday:</b>   | 5.6 weeks per annum (28 days) including bank/public holidays rising to 6.6 weeks following one complete year of service   |
| <b>Probation:</b> | Six months' probation period (during which there is one week's notice on either side)   |
| <b>Pension:</b>   | Bristol Old Vic provides an auto-enrolment pension scheme in line with UK employment legislation. You will automatically be enrolled after 3 months of employment, unless you meet the exemption criteria or wish to opt out. |
| <b>Notice:</b>    | One month's notice following successful completion of probation period  |

## Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two independent references, which are satisfactory to Bristol Old Vic. NB: References produced by candidates will not be accepted.
- Verification of identity and Right to Work in the UK to be produced at interview stage