

Deputy Ticketing & Box Office Manager

Responsible to:

Ticketing and Box Office Manager

Responsible for:

Senior Clerk/s

Casual Clerk/s

This role is based at the St Martin's Theatre.

Key responsibilities:

To provide an exceptional level of customer service to all people buying tickets, leading by example to ensure that the Box Office team learn best practices. To contribute to the effective running of the day-to-day operations. Being able to work well in a small team environment and supporting the Ticketing & Box Office Manager.

System:

Proactively manage pricing to maximise our sales, monitoring sales on a show by show basis.

Keep up to date with the ticketing system and be able to deputise for the Ticketing and Box Office Manager with all events and set up.

Be aware of all ticketing related IT and hardware.

Sales and Box office:

Selling to customers, in person over the phone or via email.

Work with the Ticketing and Box Office Manager on day-to-day decision making and problem solving in the Box Office and during incomings.

Be aware of any changes and new offers.

Feeding back observations and giving suggestions to the Ticketing and Box Office Manager on what is working and what is not.

Third party relationships

Develop and maintain positive working relationships with ticket agents.

Keep up to date with other Box offices to ensure best practice is being followed.

Desirable skills & qualities:

Experience with customer service and sales in a supervisor/manager role.

Knowledge of ticketing systems (Spektrix preferred)

Experience working in a theatre environment, and working as part of a team

Salary

£15.23 per hour, for a 40 hour per week contract (£31,678.40 per annum)

Please send a covering letter and CV to jobs@adamspiegel.com

Closing date for application Friday 15th October 4pm.

Mousetrap Productions Ltd is committed to being an equal opportunities employer, and welcomes applications from groups underrepresented in the industry.