



**Seasonal Box Office Manager**

Job description and person specification

## **Summary**

Opera Holland Park is an opera company with a unique voice. Based in Kensington, we present an annual festival of fully staged productions in a setting that combines the best aspects of urban and country house opera under one roof. All year round we present performances, discussions and cultural events in partnership with local venues, unlocking the world of opera. Through accessible pricing, education and outreach programmes, and family events we bring critically acclaimed work to the widest possible audience.

We believe that everyone should have access to the finest live musical and theatrical experiences, regardless of age, income or education. As an independent charity, our mission is to break down the traditional barriers to experiencing opera, and to present this four-hundred-year-old art form as an open, living and breathing entity to everyone in our local community and beyond. We pride ourselves on a uniquely welcoming atmosphere, on adventurous artistic planning, on a tradition of presenting unusual works, and on our history of nurturing and developing the talents of singers, directors, conductors, designers and technicians.

## **Our key aims**

- To deliver a dynamic summer season of operas and year-round cultural events
- To build on our reputation as London's most welcoming opera company
- To stimulate and support a love for opera through our *Inspire* education and outreach programme
- To identify and develop emerging talent
- To maintain accessible pricing for all members of the community through development, fundraising, and individual and commercial sponsorship

[www.operahollandpark.com](http://www.operahollandpark.com)

## **Seasonal Box Office Manager**

**Reports to:** Head of Ticketing and Customer Insights

**Main objectives:** The Box Office Manager is a central role at Opera Holland Park, managing the sales, ticketing and financial processes of the organisation.

They will be responsible for the day-to-day running of the OHP Box Office, coordinating the team, organising rotas and timesheets while maximising box office sales and donations through effective customer service, supervision and training.

With the assistance of The Head of Ticketing, they will oversee the operation of the organisation's ticketing software (Spektrix); ensure that booking is running smoothly at all times; troubleshoot technical issues and support the wider team in the effective and correct use of customer data.

This position is recurring seasonal work that will run from January to August.

## **Job Description**

### **Box Office Management**

- Oversee the OHP Box Office Team ensuring excellent customer service both remotely and in person, being the first point of call for pastoral care.
- Work closely with the Head of Ticketing and Customer Insights to understand our ticketing system, ensuring awareness of system capability and functionality to deliver ticketing excellence.
- Be responsible for the creation of monthly Box Office Rotas, ensuring all Box Office Assistants are up to date on internal and external news, ticketing updates etc
- Pull and distribute daily reports for FOH including Access Bookings, Guest Lists and Picnic Bookings, as well as reporting anything of note from show time incomings to the FOH Manager, as well as updates to the Sales Dashboard as necessary
- Ensure all reservations are paid promptly and that all department holds are used/released in a timely manner.
- Responding to customer queries and complaints, taking a proactive solution focused approach to problem-solving with the ability and confidence to offer resolutions to ticket related issues and escalate where necessary.
- Help maximise income through proactive upselling of picnic tables, programmes and donations.
- Keep up to date with current trends to ensure best practice in ticketing operations including GDPR.
- Providing the highest level of customer service within the boundaries of the Ticketing Terms and Conditions.
- Be able to adapt one's working schedule between priority booking and the Summer Season.

## **Ticketing System**

Oversee the day-to-day operation and effective use of Opera Holland Park's ticketing system, Spektrix.

Work with the Head of Ticketing and marketing team to ensure that online booking and functionality across the website is running smoothly at all times, troubleshooting and resolving problems in a timely manner.

Set up events and performances for sale both on and off-line, including picnic tables, supplementary events and merchandise.

Help manage priority booking and Member Pricing for all operas and performances.

Work across the organisation to make sure all departments are effectively using the ticketing system, conducting training as required.

Ensure financial and data protection regulations, policies and practices are adhered to at all times. Produce sales reports and ticket breakdowns on a regular basis.

Ensure database records are kept up to date, tidy and archived.

Be the main point of contact with partner organisations, ticket agencies and box office/theatre hire, producing guest lists and reports for events and performances, and helping with day-to-day queries.

## **Reporting**

Update sales and income reports from Spektrix for the Sales Dashboard as required. On show days pull day-to-day reports for Front of House.

## **General**

Uphold regular communication channels with the Front of House team during the season in regards to picnic bookers and programmes ordered on the Box Office system.

Work with the Head of Ticketing to set up the in person Box Office space at the theatre in time for the summer season.

Undertake other tasks as may be reasonably requested.

**Key relationships** Head of Ticketing and Customer Insights, the Box Office Team, Head of Finance and Resources, Marketing Team, Inspire Team, Front of House Manager and Team

**Person Specification**

<b>Essential</b>	<b>Desirable</b>
<p>Experience of managing online, phone, and in-person ticket sales in a box office environment</p> <p>Experience with ticketing system administration</p> <p>Excellent problem-solver and sense of initiative</p> <p>Proven experience of exceptional customer service; calm and friendly manner both in person and over the phone</p> <p>Experience of working across departments with a collaborative approach</p> <p>Experience of managing or supervising staff</p> <p>Strong IT skills and excellent working knowledge of Microsoft Office, Slack, and Google Docs, Sheets etc</p> <p>Ability to manage a varied workload</p> <p>Flexible schedule and able to work weekends and evenings as necessary</p> <p>The ability to Work From Home and take calls through our cloud phone system</p>	<p>Enthusiasm for and knowledge of performing arts and Opera Holland Park</p> <p>Experience using Spektrix</p> <p>Good knowledge of industry regulations including GDPR</p>

## **Hours**

Our Sales Periods are split into two distinct times of year:

Out of Season (January - Mid-May)

WFH (in-office available), Four set Days per Week

Monday – Thursday, 9:45am – 4pm

In-Season (Mid-May - August)

On Site at Opera Holland Park Theatre, Average 4-6 days per week

Monday - Saturday 11:45am - 6/8pm (Hours vary dependant on Production Schedule)

Occasional Sundays

The post-holder will be expected to fulfill the hours required to do the job, including evening and weekend work during the summer season as needed.

## **Location**

Out of Season:

WFH / Central London (Earl's Court/Kensington)

In Season:

Holland Park, Kensington

## **Salary & Benefits**

Up to £29,000 pro-rata (Casual Season contract with variable hours)

Holiday Pay is calculated at the end of the financial year based on the total hours worked across contract

## **Application**

To apply for the role: Please email your completed application pack to [info@operahollandpark.com](mailto:info@operahollandpark.com) with the subject line 'Application for Seasonal Box Office Manager'

Closing date: Wednesday 11th December @ 15:00 pm

Interviews will take place: W/C 16/12/24