



JOB DESCRIPTION

Role	Box Office Manager
Contract	Permanent contract for 35 hours per week - shift work
Salary	£32,000 - £36,000 depending on experience
Reporting to	Head of People and Operations
Direct reports	Deputy Manager x 1, Coordinators x 6, Box Office Assistants x 7 Usher x 1

Our values

Open - We aim to always be open to new ideas, to pushing boundaries, to creative thinking. We strive to be open to conversations, to finding solutions and to making changes. We try our hardest to be open to everyone and we want to embrace individual thought and diversity; knowing the benefits that being inclusive brings.

Responsible - We care about our community, about social and environmental sustainability. We work hard to take responsibility for our carbon footprint, for the impact we make and for sharing our knowledge widely. We work professionally and responsibly, do things properly and to a high standard, together making Depot the best it can be.

People - We strive to put people first, to treat everyone with kindness and without discrimination. We place importance on supporting each other, on building strong relationships and on celebrating our successes. We learn, share knowledge, collaborate and communicate. We work hard to create opportunities, to be inclusive and welcoming.

Role Overview

As Box Office Manager, you will lead our 16 strong Box Office team, working a mixture of office shifts and Box Office shifts. You will provide effective management to a part time Deputy Manager, all our Box office Coordinators and Box Office Assistants. You will support the Volunteer Coordinator in coaching and guiding our volunteer ushers.

Your role is to ensure that the team delivers exceptional customer service according to the ethos of Depot. You'll handle all complaints swiftly and effectively and build good relationships with our customers to encourage loyalty. Part of your time will be spent working on the desk itself and the other part will be spent in the office.

You'll ensure that all your staff are well trained and supported, scheduling monthly 121's and ensuring that all concerns, questions and issues are resolved swiftly. When performance issues arise, you won't hesitate to manage them, working in partnership with HR to find positive solutions.

You'll create and maintain all Box related operational procedures and ensure that written procedures

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and checklists are kept up to date and clearly communicated to all staff. You'll ensure that procedures are followed and listen to employee feedback to implement changes when needed.

You'll oversee ordering, ensuring positive GP's and work with your deputy to delegate tasks as required. You'll keep a close eye on your stock and respond to stock related queries raised by our monthly external stocktaker. You'll look for upselling opportunities and ensure our concessions sales improve.

In your admin time you'll create a staff rotas, submit hours worked for your team at payroll time and record sickness and holiday. We work on Google suite and you'll need to ensure the two Box Office drives are up to date and useful to the team.

You'll also actively manage site standards in the cinema areas, ensuring that the cinema is kept clean and tidy.

Responsibilities and Duties

- Manage employee performance; tackle issues quickly and professionally
- Work to create and maintain positive relationships across departments
- Regularly review staffing levels and liaise with HR on recruitment
- Create staff rota (always having at least 2 weeks in advance ready)
- Conduct quarterly team meetings and monthly 121's
- Identify staff training needs; coach staff and provide induction training for new starters
- Ensure all customers receive a warm welcome and an efficient service by all staff
- Identify improvements and contribute to the annual customer service focus areas
- Create, maintain and enforce operational procedures and systems
- Ensure cashing up and money is handled with accuracy and report issues swiftly
- Ensure that all cinema areas are kept clean and presentable at all times
- Ensure all emails are managed promptly and ensure that your Coordinators do the same
- Support with the smooth delivery of events and Q&A sessions, where needed
- Liaise with the Volunteer Coordinator regularly to ensure ushers are looked after well
- Build rapport with our tills and ticketing provider, liaising quickly to solve issues
- Ensure that a fire safety check of the cinema areas of the building is carried out at the start of each day and immediately action any areas of concern, ensuring that the fire warden routes are allocated and signed for
- Environmental and social sustainability is key to our ethos and you will embrace this wholeheartedly. You will embed our sustainability strategy into your operational procedures and support with its ongoing development.

Person Specification

Skills and Experience Required

- Previous team management experience in a fast paced customer facing venue is essential - previous experience in a cinema or live arts venue very desirable
- Minimum 3 years experience of managing / supervising staff essential - having this experience in a shift based environment is very desirable

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- Previous experience in managing a variety of administration tasks essential - previous experience of working with google suite is desirable
- Demonstrated ability to calmly, confidently and efficiently resolve customer complaints and queries is essential
- Excellent communication skills - both written and verbal, is essential
- Strong numerical skills and focus on accuracy (cash control) is essential
- Strong IT/Computer skills (paperless environment) is essential
- Proactive approach and the ability to work independently is essential
- An interest in and knowledge of film, including independent films, documentaries etc is essential

This role is shift based and requires regular evening and weekend work.

This job description sets out the accountability of the post at a time when it was drawn up. Such accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed.