



Job description: Box Office & Front of House Coordinator

Role description

Job Title:	Box Office & Front of House Coordinator
Grade:	Officer
Salary band:	circa £26k
Hours:	35 hours over 7 days
Based:	Institute Building
Reporting to:	Campaigns Manager
Line manages:	Box Office & Front of House Assistant(s)
Supervises:	Casual staff (front desk and events)
Peers:	Learning Programme Coordinator Performing Arts Programmer Archivists Campaigns Coordinator Digital Engagement Officer Venue Hire & Event Planners Sound & Lighting Technician IT and Technical Support Officer Assistant Accountant Administration Officer
Budget holder:	No

Date of last review: June 2021

Role purpose

To ensure the delivery of consistently excellent box office, enquiries and reception services to our customers, audiences, students and staff.

This includes modelling excellent behaviours and managing others to maintain a highly professional, welcoming and proactive approach to customer service, raising awareness of our offering and increasing sales of our programme. This includes managing the Box Office & Front of House Assistant and supervising the Casual front desk and events staff.

To ensure the efficient running of the box office by ensuring adequate staffing cover is scheduled through the weekly rota and dealing with reconciliations and cash management.

To cover Duty Manager breaks, when required, which involves responsibility for the safety and security of everyone in the building, including managing fire evacuations.

To work with the Campaigns Manager on the management and development of the box office system (Spektrix), including coordinating customer communications, programme uploads and providing regular reporting as required.

Key deliverables:

- Supervising the box office, reception and enquiries function, taking ownership to ensure all customer transactions, complaints, enquiries and interaction are delivered to the highest standards
- Ensuring we provide a warm, proactive and interested welcome to our visitors, users, staff and tutors in accordance with the Bishopsgate Institute brand, including ensuring that front desk staff greet all visitors and present themselves appropriately at all times
- Ensuring the promotion of specific events, activities and key messages as agreed with the wider Campaigns team
- Preparing and displaying clear and accurate daily signage, ensuring that plentiful printed information is easily available, ensuring that public areas, the front desk and behind the desk are clean and tidy, and that digital and print advertising is up-to-date (working with the wider Campaigns team)

- Managing front desk transactions including daily reconciliation with Spektrix, ensuring daily banking requirements and float allocations are in place to support scheduled activity, and ensuring financial control and cash handling procedures are followed
- Ensuring timely and efficient communication to customers, including coordinating automated and manual ticketing messages and notification of changes to programming
- Acting as first escalation point for complaints, taking ownership of the situation and responding with a customer-focused, tactful and solution-focused approach
- Working with the Campaigns Manager, coordinating the use and development of the box office system, Spektrix, including implementing the termly programme upload and providing reports and customer insight
- Supporting the Campaigns team on website updates and changes if cover is required (this work is largely completed by the Digital Engagement Officer)
- Identifying any potential risks to staff or visitor safety or security, and escalating these via the agreed process if they cannot be resolved, as well as ensuring all Covid safety protocols are followed
- Ensuring we provide an accessible and inclusive welcome to all visitors
- Supervising room key distribution, including sign in and out, and tutor sign-in and sign-out, in support of Duty Managers
- Working with tutors to ensure a seamless student experience prior to, during and after classes, by coordinating student welcomes, registers, notices, homework etc.
- Ensuring incoming deliveries and post are logged, sorted and delivered to the intended recipients in a timely manner
- Supervising and monitoring the lost property process, including timely notification, storage, retrieval and disposal
- Providing front desk cover in person
- Providing line management support to the Box Office & FOH Assistant(s)
- Supervising the Casual box office and events staff, including recruiting and training new staff members, providing support and responding to queries, dealing with any performance issues and acting as the point of liaison between all staff and the Casual team
- Working with the Operations Manager and Duty Managers, agreeing staffing needs for front desk, bar and cloakroom, setting a rota of shifts that

provides appropriate cover and confirming staff to cover all shifts, adapting the rota as required and managing casual staff absences and breaks

- Signing off all casual staff timesheets (digitally) and providing these to Finance to meet payroll deadlines
- Ensuring day-to-day key tasks of front desk staff are completed to a high standard and are in support of the Duty Managers' requirements
- Providing break cover for the Duty Managers as required

General requirements:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfil the requirements of the job and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required
- Dress and present yourself appropriately as the professional needs of the Institute require

This role may require additional early morning, weekend and evening work and the successful candidate will need to manage their time effectively within the daily work requirements without building up time off in lieu.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification

1. Specialist area requirements: Box Office & Front of House Coordinator

- 1.1. Demonstrably strong skills and experience in, and a solution-focused, proactive approach to, providing excellent service to the public in an arts, heritage or education environment
- 1.2. Strong organisational skills with ability to work efficiently and calmly in a reception environment
- 1.3. A strong track record in box office administration, with Spektrix or similar box office software knowledge and experience
- 1.4. Proven experience and track record in leadership, management and supervision of reception and box office staff to achieve day-to-day requirements of a busy arts venue or similar operation
- 1.5. Strong skills in planning staffing needs and designing rotas to meet them
- 1.6. Excellent people management skills and a demonstrable commitment to professional and personal development
- 1.7. A passion for working with the public and providing excellent service to every visitor
- 1.8. Excellent written and spoken communication skills, with a very high degree of spelling and grammatical accuracy in English
- 1.9. Excellent time management and organisational skills with the ability to work independently, self-motivate and use initiative while collaborating effectively and operating as part of the wider organisation
- 1.10. Proven track record in box office financial accountability and record keeping
- 1.11. Excellent and relevant skills in Microsoft Office Suite, including Outlook, Excel, Word and PowerPoint
- 1.12. Resilience and the ability to manage multiple activities and requirements simultaneously and successfully
- 1.13. Passion for the mission of the Institute and our programming priorities

2. Grade Specific Requirements – Applicable to all Officer level posts

1. Experience of and commitment to collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy
2. Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality
3. Ability to assert authority and retain accountability for the areas under your remit, motivating and leading others to deliver performance
4. Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.5 Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills
- 2.6 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and will enable us to reach our potential both as individuals and as an organisation.

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement & Inspiring Others</u>
<ul style="list-style-type: none">• Accountability• Delivering Performance• Alignment & Planning• Learning & Change	<ul style="list-style-type: none">• Breadth of Perspective• Making Effective Judgements• Applying Specialist Knowledge• Customer & Audience Awareness	<ul style="list-style-type: none">• Working Collaboratively• Communicating & Influencing• Empowering Leadership

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a ‘Specialist’.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

There are different levels within each that apply to each grade or level of role in the organisation:

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or ‘outputs’ and ‘outcomes’, these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.