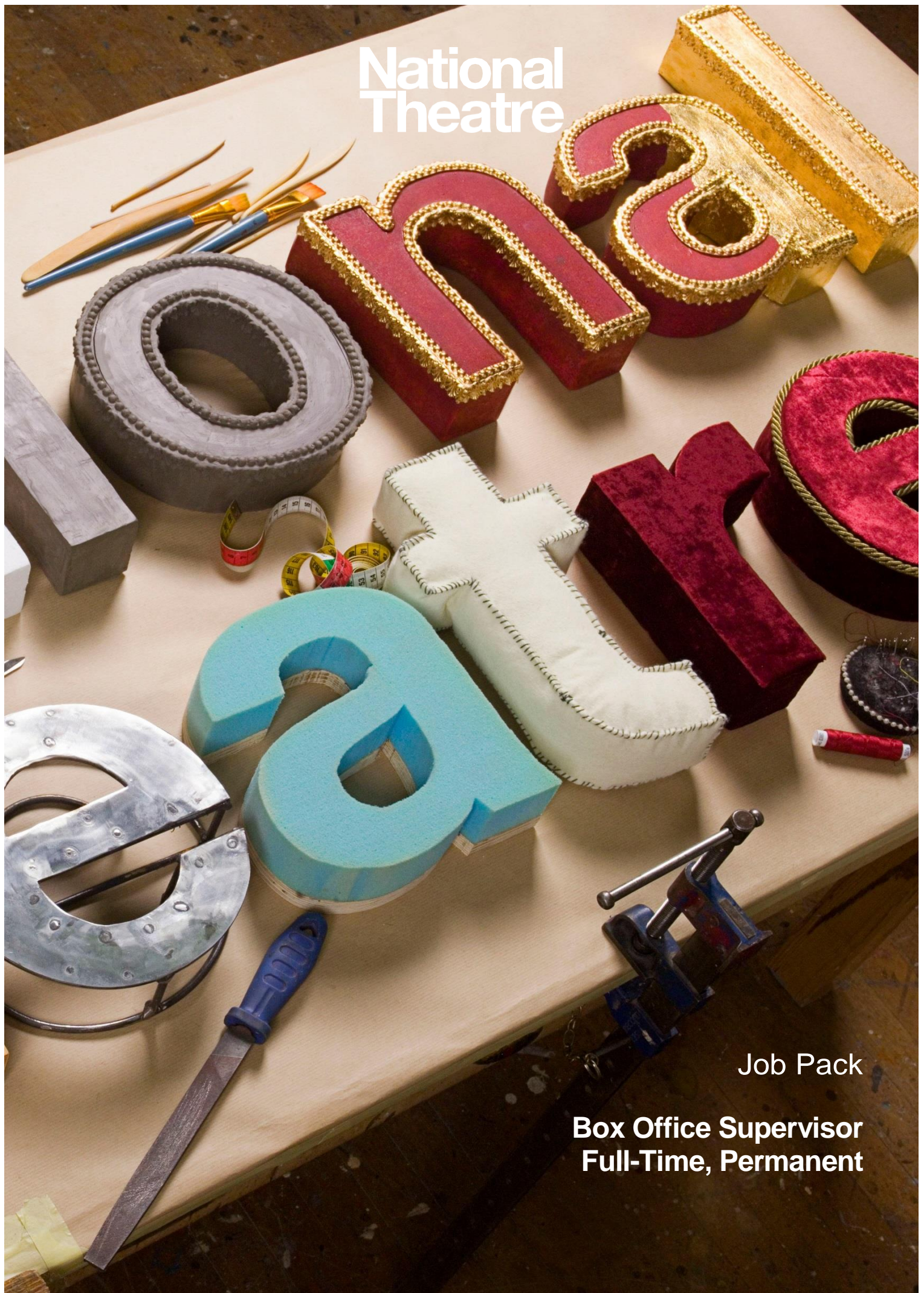


National
Theatre



Job Pack

Box Office Supervisor
Full-Time, Permanent

About the National Theatre



Our Purpose

At the National, we make world-class theatre that is entertaining, challenging and inspiring. And we make it for everyone.

The National Theatre is dedicated to making the very best theatre and sharing it with as many people as possible.

We stage around 20 productions in our three theatres (Olivier, Lyttleton and Dorfman) each year, ranging from re-imagined classics to new work by contemporary writers and theatre-makers. The work we make strives to be as open, as diverse, as collaborative and as national as possible.

The National's work is also seen on tour throughout the UK and internationally, and in collaborations and co-productions with regional theatres. Popular shows transfer to the West End and occasionally to Broadway; and through the National Theatre Live programme we broadcast to 2,000 cinemas in 52 countries around the world. Our extensive Learning programme offers talks, events and workshops for people of all ages, and reaches nationwide through programmes such as Connections.

We do all we can to keep ticket prices affordable and to reach a wide audience, and use our public funding to maintain artistic risk-taking, accessibility and diversity. Find out more on our NT [Website](#) and [Youtube](#).



About the Box Office Department



We care passionately about the visitor experience encountered by each and every member of our audience and aim to ensure that our staff match the quality of what's on stage. We provide a proactive, friendly and professional welcome to over 1.5m visitors each year and consistency and quality are our trademarks. We are committed to:

- placing the visitor at the heart of everything we do
- sharing our enthusiasm and passion for what the National Theatre represents
- supporting and strengthening the theatre experience with great facilities and staff who care

Job Description Supervisor (Box Office)

Contract Type: Permanent

Hours: Full time - 35 hours per week over 5 days to include weekend and evening work. Additional hours may be necessary to fulfill the requirements of the post

Salary: £32,000 per annum

Responsible to: Box Office Managers, Head of Box Office



Purpose of the Role

The Supervisors play a key role in maintaining the core functions of the department: systems, inventory management, sales and customer service.

Working closely with the management team, they ensure a first class experience for customers in respect of ticket sales, membership and other services offered by the Box Office. They are a first line of support for the Sales Assistants, as well as providing ticketing setup services for the Box Office and other departments at the NT.

This role also supports effective control of ticket inventory and customer service for all performances, being an important point of contact for internal and external stakeholders.

They help provide a consistent Box Office management presence across the six-day week and in the absence of the other members of the management team



Job Description Supervisor (Box Office)

Duties and Responsibilities

Systems

To support the Box Office Systems Manager in providing ticketing setup including building and maintaining performances, products and services

1. Contributing to the set-up of all performances, goods and services within the CRM System to given deadlines.
2. Assisting in the delivery of projects to provide new services, goods and reporting that join-up sales and customer service across the National Theatre.
3. Keeping knowledge up to date for CRM and contact centre systems
4. Responding to customer feedback, identifying system faults and offering solutions.
5. Training of new staff in the proper use of systems, offering ongoing support and identifying training needs for existing staff to utilise the system.
6. Providing support to the Box Office team in their day-to-day work, and to other departments in relation to their use of the CRM system.
7. Ensuring accuracy and compliance with financial procedures and PCI and DPA regulations, liaising with the Finance team to resolve issues in a timely manner

Sales and Customer Service

To support the Contact Centre Team Manager in ensuring that customer service standards and sales targets are met

1. Supporting the Sales Assistants with customer service issues and resolving escalated complaints
2. Maintaining performance plans and ensuring timely management of ticket inventory
3. Working with ticket agents from allocation set-up through to mark-backs and invoicing
4. Monitoring and reporting of ticket sales and availability, and sharing across the organisation
5. Maintaining and updating performance information on the website, and supporting our customers to self-serve online
6. Helping to identify and respond to opportunities for maximising revenue and minimising costs
7. Ensuring group bookings, access, membership and other tailored services (e.g. for internal departments such as Learning) are appropriately delivered

Person Specification

Essential

- Excellent experience and wide knowledge of the use of Contact Centre and Customer Relationship Management systems (Experience in the Tessitura CRM System is desirable)
- Motivated by being part of a team ensuring the high performance of the Box Office, identifying and achieving sales targets and promoting service and system improvements.
- Confident and experienced in supporting and coaching team members to contribute to a successful operation and adapt to new initiatives



Job Description Supervisor (Box Office)

- A proven problem-solver with effective communication and customer service skills
- Good communication skills, both written and in person.
- Calm and organised under pressure with a flexible approach to working in a busy organisation

Recruitment Process

Link to apply: <https://candidate.nationaltheatre.org.uk/151800RNT>

Closing date: Monday 1st November 2021, at 12 noon

Further queries: email recruitment@nationaltheatre.org.uk

Perks

- Complimentary staff tickets for shows and NT Talks & Events, subject to availability and policy
- Discounts in the NT's bars, cafes, restaurants and bookshop and in local businesses (from Wagamama to local childcare providers & gyms on and around the South Bank)
- Interest-free season ticket and cycle-scheme loans
- Pension schemes with Legal & General and NEST
- 28 days annual leave (including bank holidays), pro rata, increasing with length of service
- In-house Training & Development Programme including a free e-learning platform
- An Employee Assistance Programme, Mental Health First Aiders scheme and an in-house Wellbeing Programme including monthly talks and events
- Buddy scheme for New Starters
- On-site staff canteen and bar
- Staff networks including the Disability Staff Network, Ethnically Diverse network, LGBTQ+ network and Women's network
- The NT is also a member of Parents and Carers in the Performing Arts (PiPA)

We want our workforce to be representative of all sections of society and welcome applications from everyone.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the essential criteria for our vacancies.

HR Department 2021



