JOB DESCRIPTION

Box Office Supervisor

Presenting the magic! Helping deliver great entertainment and experiences to all our audiences. Ensuring customers receive amazing service by creating a warm and welcoming atmosphere throughout the venue.

You'll be responsible for

Working with the Box Office Senior Supervisor to supervise Welcome Team members assigned to the Ticketing Team, ensuring a consistent and welcoming customer experience. Ensuring the smooth running and resourcing of the Ticketing Team. Embedding procedures and policies so that they are widely understood and followed. Supporting the Senior Supervisor to maintain strong links with all other departments to coordinate a smooth customer journey.

What you will deliver: it's all about…

… delivering the customer experience

Leading by example whilst empowering the Welcome Team with the knowledge and confidence to deliver a first-class customer experience. Working together to provide an efficient and successful ticketing service.

Be an ambassador for welcoming all audiences through our doors and supporting the delivery of team training opportunities to widen access opportunities.

Support, develop and champion activities which support our provision of audience inclusion, diversity and access.

…developing the business

Being a champion of TRG's approach to customer loyalty.

Understanding the importance of membership and corporate bookings and leading on developing these areas of the business.

Working with the Marketing Team to maximise sales and support communications with groups.

Being Box Office support for any external companies if required.

… being a ticketing expert

Being an expert in using the Spektrix software - ensuring the smooth delivery of all ticketing services.

Ensuring the team are fully up to date with standard ticketing procedures, HfC policies and visiting show information.

Understanding and promoting the importance of delivering consistent customer service.

Assisting with the on-sale set up, ensuring the interval drinks are set up, test tickets are printed and any other requirements.

Pulling customer lists and reports when needed for meet and greets and other departments.

Overseeing and leading the Team on NPS, making sure responses are being made in a timely manner.

…leading the team

Supervising all members of the Ticketing Team during your shift.

Leading by example with HfC values driven actions and behaviours.

Assisting with staff induction and training, especially regarding good use of Spektrix.

Reliable and flexible, you'll understand that good teams are diverse teams, and at HFC 'we're all in!'.

Assisting the Senior Supervisor with overseeing of the Box Office functionary and deputising when the Senior Supervisor is absent.

…managing risk

Using Spektrix precisely and accurately to take payments, capture data and run reports. Supporting with accurate show-loading.

Being an authority on GDPR and a custodian of personal customer data within Spektrix.

Managing customer complaints effectively when they are escalated to you – and escalating them further to the Duty Manager or Senior Supervisor if required.

Checking transactional queries via the new payment system Adyen.

…making the link to our charitable purpose

Helping our audiences understand and value our work. Talking knowledgably on all aspects of HfC's work, from heritage and school/youth work to supporting local artists and companies.

Maximising sales and income generation in the venue for the benefit of our charitable objectives, so that the profits from ancillary sales can be reinvested in HfC's core mission.

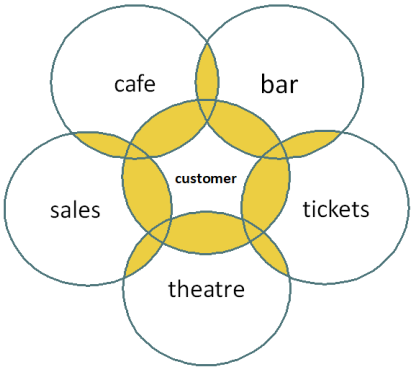
PERSON SPECIFICATION

SCALE AND SCOPE OF THE ROLE

Reports to	Box Office Senior Supervisor
Financial responsibility	Handling payments Operating Spektrix ticketing system
Line management	None. Supervision of Ticketing Team while on shift.

THE WELCOME TEAM

At HfC we put the customer experience at the centre of our business - because if our audiences are having a good time, they will come back for more. We expect everyone in the Welcome Team to engage with our customers in a friendly and professional way, wherever they are in the building. Everyone in the team should know what is coming up on the main stage and what our food and drink offer is, so that they can make recommendations and deal with enquiries easily and quickly.





KNOWLEDGE, SKILLS AND EXPERIENCE NEEDED

Essential

Highly approachable and personable

Clear and confident communicator

Prior experience of working in a reservations /sales/ reception environment

Sales oriented and target-driven approach, with the ability to maximise sales opportunities

Competent IT and numeracy skills

Good memory recall for show information and details

Experience of supervising staff; being consistent and motivating others and leading by example

Calm and resilient when working under pressure

Experience of using CRM databases (preferably Spektrix)

Desirable

Knowledge and appreciation of the arts and live entertainment

Knowledge and application of GDPR regulations

HFC VALUES: HOW WE BEHAVE

When it comes to the future of Cornwall, to entertaining our diverse audience, to meeting people as they are and providing everyone with opportunities to experience the thrill and power of performance**, we're all in.**

Passion
We are dedicated, brave, heartfelt, loving.

Empathy
We are considerate, open, understanding, inclusive.

Grit
We are determined, tireless, grounded, focused.

Gusto
We are playful, enthusiastic, imaginative, hungry.