



## **JOB DESCRIPTION**

<b>Role / Title:</b>	Assistant Box Office Manager
<b>Reports to:</b>	Box Office Managers
<b>Line Manages:</b>	Box Office Assistants
<b>Liaises with:</b>	Other Box Office Assistant Managers, Systems Manager, Customer Contact Operations Manager Ticketing Manager, Senior Box Office Manager, Other Visitor Experience teams, Company of Cooks, Development & Enterprises, Audience & Media, DDT, Retail, Artistic Companies

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### **Background:**

The Royal Opera House welcomes audiences to performances of ballet and opera and participants in its Learning & Participation programme in excess of 1 million per year. Our aim is to ensure that we continually focus on being an externally facing organisation that puts customers at the forefront of service design. The Box Office team are often the first point of contact for our visitors and potential visitors, therefore the customer service delivered by this team must be exceptional. The Box Office team deliver not only the ticket sales service but also handle all manner of customer enquiries with the aim of making each visit memorable and successful.

Across the entire Visitor Experience department, the focus is on ensuring three key deliverables:

- A consistent excellent level of customer service
- A responsive approach in the use of resources to ensure service and safety standards are met whilst optimising efficiency and cost effectiveness
- A positive and supportive experience for all members of the team

### **Overall Purpose of the Role:**

- To manage a team of Box Office Assistants, ensuring they are supported and motivated to deliver a consistently positive customer experience across a range of sales and services.
- To undertake duty management, providing successful day-to-day delivery of the Box Office operation and incomings.

## **Key Accountabilities:**

### **Staff Management**

- To manage, motivate and support a team of Box Office Assistants to deliver an excellent standard of customer service to all visitors and audiences.
- To conduct performance management programmes in-line with HR processes to ensure continual improvement and development; identify and carry out training and coaching sessions to develop staff skills and confidence; to provide feedback to staff which recognizes good performance and supports further development.
- To have a clear understanding of the ROH business goals and ensure working practices are actively contributing to these goals.
- To play an active role in Box Office team training and recruitment.

### **Duty Management**

- To act as a Duty Manager across a seven-day rota to provide management support for each Box Office incoming shift and office shift to include:
  - managing and supporting staff; dealing with and seeking resolution to escalated customer issues/enquiries
  - liaising with other Visitor Experience staff to ensure the smooth running of the front of house operations
  - providing a written report of any matters requiring team communication for each shift
  - producing Box Office duty management reports after each incoming/day
  - contributing to the safety of public and colleagues where required playing an active role in any emergency situations including evacuations
  - preparing the Level 5 Box Office room for the day's operation including ensuring that the wall board is operational, phone messages are updated and rotas ready
  - Preparation and distribution of floats, ensuring that takings are appropriately cashed up and deposited.
  - ensuring that staff breaks are coordinated in a way that does not interrupt the box office operation
- To provide effective coordination of a Box Office shift either at the public-facing ticket shop (counter service) or in the Level 5 Box Office (multi-channel services) supporting staff to deliver the operation whilst ensuring that all areas are appropriately staffed and presentable.
- Handling nonstandard bookings and enquiries eg more complex group booking arrangements and the more in-depth online booking enquiries.
- To determine the daily rota and adjust it as appropriate to respond to demand from various channels; to allocate tasks and roles to the team to ensure the appropriate prioritisation of work; to monitor service levels and act to ensure customers' needs are met.
- To prepare briefings for staff to ensure effective communication flow and respond to staff requests for additional information where required.
- To respond to escalated customer issues ensuring a positive, consistent, courteous and informed approach; investigate and resolve customers' problems.

## **Other**

- To assist with testing, fault reporting and of checking online information where required.
- To assist with the administration of general rehearsal tickets.
- To assist with ticket sales on key booking dates, as required.
- To be a committed and confident communicator about the ROH as a charity and to seek ways to encourage membership and philanthropy via staff teams and in the public spaces of the building.
- To contribute to ensuring the Box Office team is recognised as being a positive and helpful department internally and externally.
- To ensure that the Box Office team deliver an excellent experience via all channels by acting as an ambassador, promoting high standard of service always, working closely with the Box Office management team to ensure that agreed service standards are met and proactively looking for ways in which the service can be improved.
- To act as a member of the Box Office Management team attending and representing managers at meetings where required.
- Any other reasonable duties regarding the effective running of the department, as and when required.

## **PERSON SPECIFICATION:**

### **Minimum Skills, Knowledge and Experience:**

- Experience of managing or supervising a ticketing operation
- Experience of positively influencing, motivating and supervising staff teams
- Experience of delivering excellent customer via multiple channels
- Knowledge of the operations of a busy Box Office
- Strong IT skills

### **Other Essential Skills, Knowledge and Experience:**

- Positive role model for the delivery of excellent customer service
- Systemised approach to managing tasks and priorities and effectively delegating
- Ability to structure and maintain data records for analysis and preparing feedback reports
- Experience in training in customer service and operations
- Excellent communication skills and an ability to deliver briefings and information in written and verbal form
- Numerate and financially self-assured; experience in cash-handling
- An eye for detail and an ability to work to deadlines

### **Desired Skills, Knowledge and Experience:**

- Experience of using Tessitura
- Experience of using omnichannel software
- An interest in the arts, especially opera and ballet

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

