



JOB DESCRIPTION

Role / Title: Assistant Box Office Manager

Reports to: Box Office Managers

Line Manages: Box Office Assistants

Liases with: Other Box Office Assistant Managers, Box Office Managers, Head of Ticketing, Head of Front of House, Head of Visitor Experience, Other Visitor Experience teams, Catering Partners, Development & Enterprises, Audience & Media, DDT, Retail, Artistic Companies

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 Box Office duty management, providing successful day-to-day delivery of the Box Office operation and incomings.
- As part of the Visitor Experience team, you may be required to work in other Visitor Experience areas subject to availability and necessary training.

Key Accountabilities

Staff Management

- Manage, motivate and support a team of Box Office Assistants to deliver an excellent standard of customer service to all visitors and audiences.
- 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.
- Provide feedback to staff which recognizes good performance and supports further development.
- Contributing to the safety of public and colleagues where required playing an active role in any emergency situations including evacuations.
- Preparing the Office for the day's operation including ensuring that the wall board is operational, phone messages are updated and that rotas are ready.

- Ensuring that staff breaks are coordinated in a way that does not interrupt the box office operation, liaising with the Resources Manager, as appropriate.
- 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.

Incoming Box Office 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 opera.
 - Providing a written report of any matters requiring team communication for each shift.
 - Producing Box Office duty management reports after each incoming/day.

Office Box Office Duty Management

- Providing effective coordination of Box Office shifts at the Royal Opera House, Covent Garden site (multi-channel services) supporting staff to deliver the operation whilst ensuring that all areas are appropriately staffed and presentable.
- Handling nonstandard bookings and enquiries e.g. more complex group booking arrangements and the more in-depth online booking enquiries.
- Determining 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.
- Monitoring service levels and act to ensure customers' needs are met.
- Preparing briefings for staff to ensure effective communication flow and respond to staff requests for additional information where required.
- Responding to escalated customer issues ensuring a positive, consistent, courteous and informed approach; investigate and resolve customers' problems.

Other

- Working in other areas of the Visitor Experience department as required, including, but not limited to Front of House Team Leader work and support to Tours.
- Assisting with testing, fault reporting and of checking online information where required.
- Assisting the Customer Service Manager with responding to customer queries, where required.
- Assisting in the administration of the department's customer contact software

- Ensuring quality control with Box Office assistants through analysing staff performance stats and call recordings to ensure the department meets performance standards and is compliant with all key measures including GDPR
- Assisting with the administration of general rehearsal tickets.
- Assisting with ticket sales and standard work usually carried out by Box Office Assistants as required.
- Being 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.
- Contributing to ensuring the Box Office team is recognized as being a positive and helpful department internally and externally.
- Ensuring 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.
- Acting as a member of the Box Office Management team attending and representing managers at meetings where required Proactively demonstrating a commitment to the Royal Opera House's Diversity and Inclusion strategy.
- Any other reasonable duties regarding the effective running of the department, as and when required.
- Agreeing with calls and customer interactions being recorded for training and follow-up purposes.
- You will be required to work evenings and weekends, including Sundays, when rostered.

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 service via multiple channels
- Knowledge of the operations of a busy Box Office and/or call centre
- Strong IT skills
- Positive role model for the delivery of excellent customer service

Other Essential Skills, Knowledge and Experience

- Systematic 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 payment reconciliation.
- An eye for detail and an ability to work to deadlines

Desired Skills, Knowledge and Experience

- Experience of using Tessitura
- Experience of using a customer contact centre software
- An interest in the arts, especially opera and ballet

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

