



JOB DESCRIPTION

Title: Patrons Coordinator
Reports to: Membership Manager

Main purpose of the job

Based within the Development and Advocacy Department, the role holder will work within the Patrons' teams helping to provide an efficient ticketing and customer service to all Patrons by telephone, email and post, ensuring that all Patrons ticketing requirements are met and related records are processed, recorded and fulfilled accurately within the department's quality of service and compliance standards.

Main Responsibilities

Patrons' Box Office and Administration

- Provide excellent membership benefit delivery for Corporate and Individual Patrons, in accordance with their membership level
- Maintain good working knowledge of current and upcoming seasons' programming and events
- Process Patrons tickets and refunds as required
- Assist with ticket allocation as required
- Assist with Patron events
- Provide administrative support to the Patrons' Manager
- Assist the Senior Patrons Officer with managing Patron and Sponsor holds
- Assist the Senior Patrons Officer with processing departmental and organisational ticketing requests and processes
- Process Patrons postal and email correspondence
- Conduct backstage tours as required

Membership

- Help support the Friends' team during times of high work volume or as holiday cover
- Promote and sell membership at all levels in response to enquiries or in line with renewal, upgrading or other campaigns
- Maintain good working knowledge of the range of support options and services available to members

- Ensure that all data entry/updating and telephone calls are handled correctly and promptly within the team's service level requirements
- Work to ensure a high level of service is maintained with members to support the department and RBO's aims and objectives
- Ensure all customer billing and payment transactions are managed with care and accuracy, working with new technology as directed
- Ensure that all financial adjustments arising from any changes in memberships or poor credit arrangements are dealt with appropriately and recorded accurately
- Manage all financial data and personal data according to department procedures and compliance requirements as directed
- Assist the processes for direct debits for members as required

Management Information

- Maintain excellent working knowledge of the customer database (Tessitura) and run reports from defined selection criteria as needed, working to department standards with all customer data
- Undertake training and maintain up to date skills as needed in order to be able to run either routine or new queries from the database in response to management information needs
- Advise with new developments, including testing, troubleshooting for data and reporting needs, and undertake ad-hoc tasks as required
- Any other tasks that may arise

Continuous Improvement

- Play an active role in the team, contributing to the efficient running of operations
- Keep in touch with best practice and any updates as relevant to the role
- Manage own learning and continuous professional development relevant to the role; undertake any learning as required
- Support a culture of information sharing, collaborative working and team working
- Contribute to a culture of innovation and continuous improvement

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

Customer Service Experience

- Experience in a customer facing environment
- Experience in a membership organisation and or Box office is desirable
- Understanding of legacy giving and administration is desirable
- Experience of databases and MS Office (Access, Word and Excel); some working knowledge of Tessitura or other CRM systems or ability to learn
- Some knowledge of, or the ability to learn, and/or interest in opera or ballet

Customer Facing Skills

- Consistent high level of customer care and responsiveness
- Friendly, confident and professional telephone manner
- Diplomacy in dealing with a variety of situations and different customer groups
- Ability to promote RBO membership products and gain knowledge of products and services in a relatively short period of time

Core Skills

- Strong communication skills with high standard of verbal/written English
- Strong organisational and administrative skills
- Logical and methodical approach to work
- Ability to work effectively under pressure, prioritise and multi-task
- Numeracy, accuracy and attention to detail
- Capacity to manage a busy workload with high productivity
- Ability to assimilate new information, learn new procedures and work with new technology
- Team player and positive attitude

Continuous Improvement

- Ability to work to and support a culture of continuous improvement
- Commitment to delivering a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role
- Willingness to work sustainably and consider new or improved ways of working to reduce our impact on the environment.
- Commitment to understanding and upholding the charitable aims of the Royal Ballet and Opera – securing the future of ballet, opera and music, ensuring broad access to the artforms and reaching communities via our learning and participation programmes.

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

