



Post Title: Ticketing & Box Office Supervisor	Location Base: Fairfield Halls - Croydon	Reporting To: Senior Operations Manager
About BH Live		
<p>BH Live is a leading operator of leisure and event venues – a registered charity and social enterprise. Our vision is to create sustainable and inspiring opportunities, deliver great experiences for our communities and improve health and well-being.</p> <p><u>bhlive.org.uk</u></p>		
Summary of role		
<p>As the Ticketing and Box Office Supervisor, you'll be instrumental in maintaining the smooth functioning of our ticketing and box office service, delivering exceptional customer service, whilst maximising revenue opportunities.</p> <p>Leading the Ticketing and Box Office team on a day-to-day basis, ensuring staffing rotas and training is completed, liaising with our central ticketing department on all ticketing related queries. Undertake the role of Duty Manager for the venue on selected event nights where required. Responsible for banking, cash handling and reporting. To assist in the selection and recruitment, training, and development of colleagues.</p>		
Key responsibilities		
<ul style="list-style-type: none">• To be responsible for exercising financial controls for the banking, reconciliation of all monies received, files received from the bank and for the filing of documentation.• To be responsible for banking all merchandise, programme sales and facilities fees income received from the Duty Manager.• To reconcile monies with the ticket sales and complete a cashiers return and banking summary.• To be responsible for all monies within the box office.• To provide show reports and other show information as authorised, noting that a high degree of responsibility is required for security of data.• To assist in the promotion of entertainment in the selling and reservation of tickets using the computerised booking system for which full in-house training is provided.• Inventory management to maximise sales and increase revenue - adjust seating configurations by setting and unsettling seats as authorised.• To deal with day-to-day enquiries, and comments from the general public, ensuring a timely response to customer correspondence.• Processing advance bookings to include, group bookings and telephone sales/after sales for Fairfield Halls, and any external events• To ensure marketing print for all events is logged, updated and displayed and available for the public.• To keep up-to-date theatre tokens, customer comment forms, show figures and external event deferred tickets.		

- To adjust seating configurations and price codes when authorised.
- To ensure all Box Office colleagues are adequately trained.
- To comply with the venue Cash Handling Procedures, Customer Care, Data Protection Act and Freedom of Information Act and all other legislation in accordance with the relevant policies and procedures.
- To report computer problems, hardware, and software to relevant companies.
- To delegate work to the Box Office Cashiers.
- To liaise with promoters to supply sales figures and arrange guest lists on show nights.
- To inform the Duty Manager of any lost and stolen vouchers
- To inform the Duty Manager of wheelchair positions on show nights.
- To undertake completion of the time sheets and duty rotas.
- To be responsible for management of individual show nights where necessary.
- To assist in HR related matters.
- To undertake weekend, evening, and Bank Holiday work as necessary.
- To undertake such duties as required within the general scope and grade of the post.

Skills and experience

Details	Criteria
Previous experience of Tessitura or ticketing systems	Essential
Experience of working in a fast-paced customer service environment	Essential
Experience of management within a ticketing environment	Essential
Excellent customer services skills	Essential
Previous experience of managing people	Essential
Personal Licence holder or ability to obtain one	Essential
Awareness of cash handling procedures and banking	Essential
Good team player with strong leadership skills	Essential
Flexible approach to varied working patterns	Essential
Excellent communication skills at all levels	Essential
Ability to manage difficult customers	Essential
Training of colleagues	Desirable
An understanding of Data Protection and confidentiality	Essential

Owner: HR

Date updated/date effective from: 20.03.2024