



BOX OFFICE MANAGER

The Box Office Manager is responsible for the day to day operation of the box office for Leicester Square Theatre and the Museum of Comedy. This includes all day to day administration, building shows, managing on sales, managing the team of staff of box office personnel, dealing with customers and promoters. It is a wide ranging role and suitable to someone who works well under pressure and has good communication skills both verbal and written.

Reports To: Sales Manager

Hours: 40 per week including evenings and weekends

Holiday Entitlement: 20 days plus bank holidays rising to 23 days per year (increase of 1 day per year after 3 years service to a maximum of 23 days.)

Salary: £35,000

Key Responsibilities

- To manage the box office at both venues to ensure that it is staffed appropriately and in a cost effective manner.
- To ensure that all team members are trained in order to fulfill their roles.
- To manage any disciplinary issues, training and staffing requirements within the box office team.
- To liaise with promoters regarding their shows, including providing sales reports and dealing with guest lists.
- To manage all agent allocations for shows at the venue, logging sales and marking back seats as needed.
- Monitor sales on a show by show basis, review seat holds and release where possible.
- Ensure that all tickets are sold for the best price possible.
- Contribute to the implementation of tactical discounting, utilising agents where necessary, promotional and on sale activity in order to maximise sales and occupancy.
- To build shows for both venues, using Ticketsolve and also Wordpress.



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- To liaise with promoters regarding show on sales to ensure that all material is accurate and meets the deadlines provided.
- To manage show onsales, monitor all events as they go live, ensure that they are listed correctly and have procedures in place to manage staffing levels.
- Sending Box Office Reports, ensuring accurate data for each venue to promoters.
- To work in association with the marketing team to maximise sales across the board.
- To manage all communication to customers from the box office including automated emails.
- In the absence of the Sales Manager oversee all add ons and additional sales opportunities.

Additional Role Requirements

- To deal with day to day administration such as responding to customer enquiries.
- To staff the box office to ensure adequate staffing for a show incoming.
- To look at ways to make the box office more efficient.
- To provide first class customer service to customers and promoters.
- To work alongside the Sales and Marketing team with LST Priority.
- To proof read and check marketing materials when required.
- Utilising in house systems to look at trends and manage monitor phone systems.
- Oversee our access offering and ensure that all staff are trained and that communication is provided to other departments regarding patrons access needs.
- Be the point of contact for access bookings and ensure that all relevant literature is up to date.
- To maintain positive relationships with visiting productions.

Person Specification:

Essential:

- Experience of Ticketsolve or any other leading ticketing system.
- Experience of working with promoters, acts and agents.





- Experience of managing a team.
- Experience of training and developing staff.
- Excellent administrative and IT skills.
- Knowledge of live entertainment.
- The ability to multitask and work well under pressure.
- Knowledge of how to prioritise workloads and be meticulous in planning and communicating to a wide variety of people.
- London-based.

Desirable:

- Experience in and knowledge of the arts/theatre sector, particularly comedy.
- An understanding of personnel systems.
- The ability to motivate a team and can work both independently and part of the wider team.
- To be able to look at the department as a whole and plan for the future including the ability to introduce new systems and improve existing operations.

