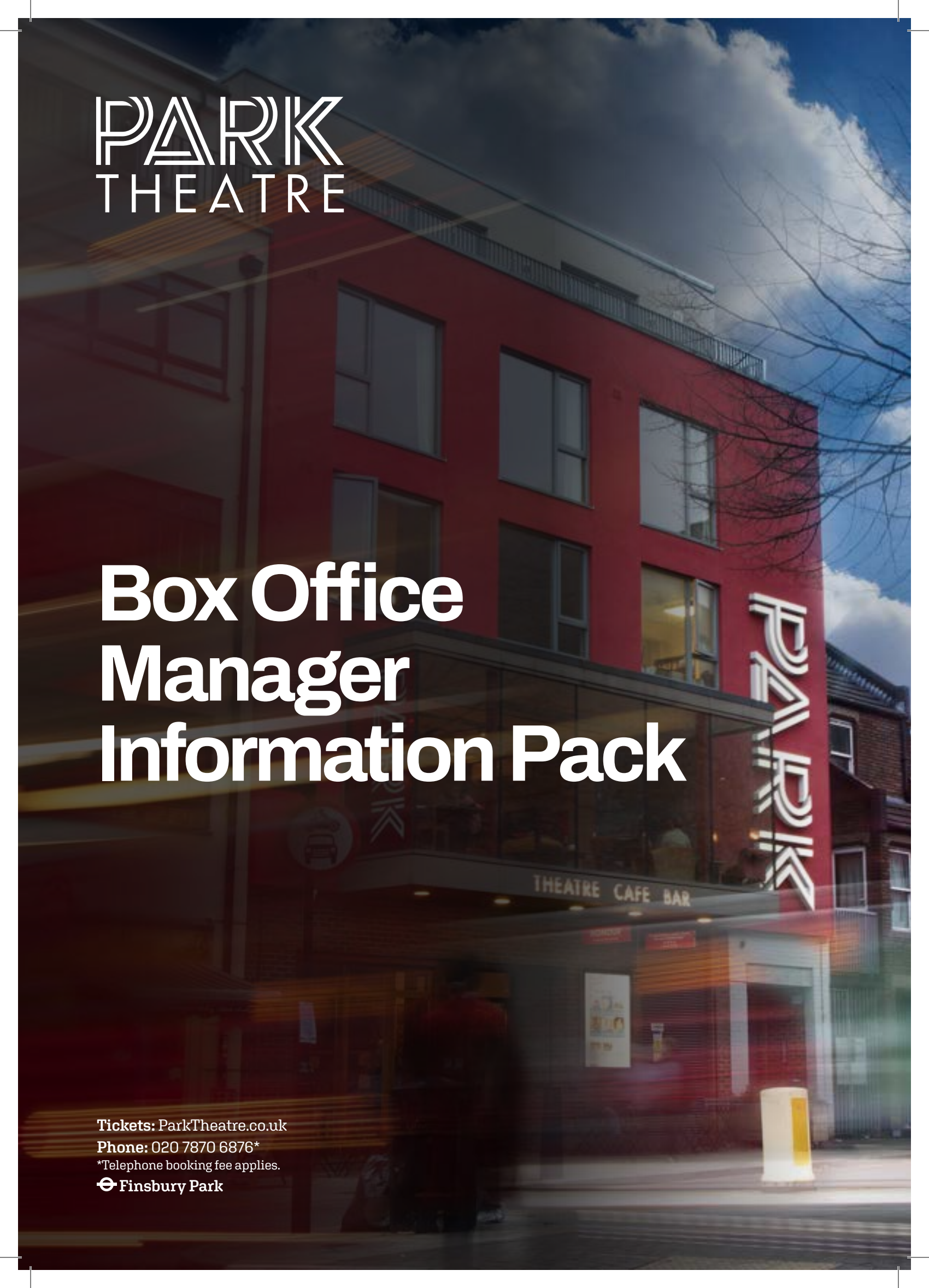


A photograph of the Park Theatre building, a modern red structure with large windows and a glass-fronted ground floor. The building is set against a blue sky with white clouds. The text 'PARK THEATRE' is overlaid in the top left corner in a white, stylized font. The main title 'Box Office Manager Information Pack' is centered in a large, bold, white font. At the bottom left, contact information is provided in a smaller white font, including the website, phone number, and location. The background image shows the building's facade, including a sign for 'THEATRE CAFE BAR' and a vertical 'PARK' sign on the right side.

PARK
THEATRE

Box Office Manager Information Pack

Tickets: ParkTheatre.co.uk

Phone: 020 7870 6876*

*Telephone booking fee applies.

 **Finsbury Park**

About Park Theatre

Park Theatre is a neighbourhood theatre with a global ambition. In everything we do, we aim to be warm and inclusive; a safe space in which to work, create and visit. Born out of CEO / Founding Artistic Director Jez Bond's desire to create a new theatre in a part of London which held the possibility of significant impact in the local community, as well as within the wider theatre industry. Our mission is to give people access to intimate, honest theatre that entertains and provokes; to nurture creativity and host some of the biggest names of stage and screen; and to welcome everyone in.

We work with creatives of the highest quality to present compelling, exciting, and beautifully told stories across our two intimate spaces. Our programme encompasses a broad range of work from classics to revivals with a growing focus on developing new writing, producing in-house as well as working in partnership with emerging and established producers from both the commercial and subsidised sectors. On stage, Park Theatre is a place where audiences can see the finest talent of today alongside the stars of tomorrow.

Within the industry, we aim to be a creative home from home for actors, writers, directors, and producers; we offer our spaces as a platform for development, rehearsed readings or sharings of new projects, with the aim of securing a future life either on our own stage or on another. We strive to play our part within the UK's theatre ecology by offering mentoring, support, and opportunities, encouraging the next generation of artists and producers to learn their trade and flex their muscles within a professional theatre-making environment.

We are invested and rooted in our local community and work with local residents, businesses, and partner organisations to create a better Finsbury Park for everyone. Our creative engagement strategy seeks to widen both the number and the range of people who participate in theatre, generating meaningful opportunities to engage for those who may have had little or no contact with the arts before.

Park Theatre is a charity with two trading subsidiaries; Park Pizza (our F&B offer), and Park Theatre Productions, through which we produce our own shows.

Our Venue and Spaces

- **Park200** – seating on two levels, with up to 235 seats when configured on four sides
- **Park90** – a flexible studio seating 76 – 106
- **The Morris Space** – a multifunctional room used for rehearsals, workshops, readings, one-off events, and much of our creative engagement activity
- **Park Pizza & Theatre Bar** – attractive area located across two floors, catering for audiences and functions
- **Additional facilities** – including offices, three dressing rooms and a kitchen area





Role Description

Box Office Manager

Responsible to: Sales & Marketing Director

Working with: Marketing team, Box Office Supervisors, Duty Venue Managers

This Opportunity

We are looking for a Box Office Manager who is excited by the opportunity to play a key role in the success of Park Theatre. Working closely with the Marketing team, you'll help lead and develop our Box Office operation while delivering welcoming and accessible customer experiences. You'll have the opportunity to build your expertise across Spektrix, ticketing, sales and customer service, working with colleagues across Marketing, Development, Finance and Operations, as well as in-house and visiting companies and co-producers.

The role will help recruit, train and manage the casual Box Office supervisor team, coordinate staffing and rotas, oversee customer service and lead on group, schools, press, guest and access bookings. The postholder will ensure the team is confident and consistent in using Spektrix, while maintaining high standards of GDPR, PCI DSS

and organisational policy compliance. This is a varied role where you'll have the chance to make a tangible contribution to how audiences experience Park Theatre.

This is an exciting opportunity for someone who is looking to develop their career in theatre box office and ticketing systems, and to take ownership across a broad range of customer focussed activity. You'll be supported by the wider team to grow your knowledge and confidence, with opportunities to take on greater responsibility and deputise when required. You'll join a warm, collaborative and dynamic working environment where ideas are welcomed and your contribution is valued. The successful candidate will be proactive, highly organised and collaborative, with excellent attention to detail and a strong commitment to customer service, accessibility, inclusion and Park Theatre's vision and mission.



Key Responsibilities

Box Office Management & Customer Service

- With the Sales & Marketing Director, recruit and manage a team of casual Box Office Supervisors
- Ensure the Box Office is staffed appropriately, applying economy and efficiency when creating the monthly Box Office rota
- Process Box Office staff timesheets and submit to the Finance team
- Ensure a consistent understanding of how to use the Spektrix ticketing system across the team, with regular training on system updates and policy changes
- Maintain a working knowledge of GDPR and PCI DSS legislation and ensure the Box Office team apply these principles rigorously
- Regularly brief the casual team so they are well informed on latest policies and updates, and ensuring they have an opportunity to provide feedback
- Sell tickets to customers in person, online and by telephone, working evening shifts and a minimum of one Saturday shift per month
- Present a positive, friendly face for the organisation and deal with complaints as necessary in a professional manner
- Ensure all customers are actively encouraged to donate to Park Theatre activities, across all booking channels
- Maximise the upselling of tickets, merchandise and membership schemes to customers
- Take a proactive approach to access bookings and performances
- Support the compiling of press and guests lists and seating plans, working with operational teams and managing the Box Office for press performances
- Liaise with PR representatives around press bookings

- Lead on groups and schools bookings; issue payment dates, chase groups and schools invoices and process payments, keeping a robust tracking system in place
- Support the Development team in the administration of membership schemes

Ticketing & Box Office Administration

- Support the launch of new seasons; building shows, pricing structures and membership schemes and proofing these with the highest attention to detail
- Manage the day-to-day administration of Park Theatre donations, ticket fees and ticketing initiatives
- Manage daily and weekly Box Office accountancy, cash handling, floats and reconciliation
- Manage the administration of UK Theatre Tokens
- Support the Finance team in maintaining effective card payment systems and troubleshooting card payment problems
- Investigating and resolving payment discrepancies
- Clean and maintain the Spektrix database, liaising with the system provider as necessary
- Manage ticket stock levels, and appropriate record keeping
- Support the Finance team with data required for annual audit process

Visiting Companies & Ticketing Agents

- Liaise with in-house and visiting companies and co-producers on sales guidelines and sales reports, house seats and press bookings
- Interrogate and prepare Box Office data reports, attending and reporting at sales meetings when required
- Set up discounts/ promotional codes in Spektrix and run offer reports
- Continually review the ticket booking process for customers, ensuring it is simple / accessible
- Working with external third-party ticket agents

General

- Uphold Park Theatre's vision and mission throughout all work activities and interactions
- Promote and maintain a positive inclusive working culture at Park Theatre, ensuring a safe and welcoming environment
- Actively engage with and contribute to professional development and training opportunities provided by Park Theatre
- Attend relevant internal and external events, meetings and conferences to inform the development of the Park Theatre's practices and nurture a collaborative working ethos
- Maintain a working knowledge of and adhere to staff policies as outlined in the Staff Handbook



Person Specification

Skills & Experience

- Well-rounded knowledge of Spektrix or a similar ticketing system and CRM, both for sales and administration/configuration
- Experience managing a casual team of employees
- Good organisation - able to manage multiple work streams and prioritise time
- Strong administration skills – comfortable using applications and databases
- Effective, clear and accurate written and verbal communication
- Comfortable with the principles of GDPR
- Excellent attention to detail and proofing skills

Qualities

- Excellent inter-personal skills, comfortable building strong relationships
- Confident, discreet and diplomatic
- Flexibility and ability to work evenings and weekends as required
- Ability to work autonomously, and to deadlines
- An understanding of equity, diversity and inclusivity and how they impact work in theatre
- High level of self-motivation with a positive 'can-do' attitude
- An interest in the work Park Theatre does, and its contribution to the wider theatre ecology

Interested in this role but not sure you meet all the criteria? Please consider making an application to us anyway - we're keen to hear from people who are excited by what we do, and if this role isn't right for you, there may be other opportunities.



How to apply

Please submit a statement explaining, in no more than two sides of A4, what attracts you to the position and evidence of your ability to fulfil the role and meet the person specification. If you are submitting a job share application, please send us a joint letter and include how you would approach the shared role.

Please also submit a CV (or two CVs if applying as a job share) outlining your skills, experience and/or training to date (no more than two sides of A4) and complete our Equal Opportunities Monitoring Form here:

<https://parktheatre.typeform.com/to/R39ER5Vb>

If you'd like to submit your application in another format, please do not hesitate to do so.

Applications should be addressed to Dawn James, Sales & Marketing Director, and sent via e-mail to jobs@parktheatre.co.uk.

By submitting an application to us, you confirm the following:

- The information you provide is correct at the point of submission
- You give your consent for Park Theatre to hold and process your data and information
- You give your consent for Park Theatre keep your application details on file for up to two years

Closing date for applications:
Monday 28 September at 12 noon

parktheatre.co.uk/about-us/join-our-team/



Summary of Terms & Conditions

Salary: £32-35,000 per annum

Contract: Permanent, full time or 0.8 FTE. Subject to three-month probationary period (job share applications will also be considered)

Hours: 35 hours per week, working to a shift rota. Evening work will be required. Hours will include at least one Saturday per month.

Flexible Working: Park Theatre operates a TOIL policy and flexible working patterns.

Holidays: 33 days per year (including bank & public holidays) pro rated for part time employees.

Pension: Park Theatre operates a company pension scheme with 3% company contribution, available to all staff

Notice Period: One month during probationary period, three months thereafter.

Other Benefits:

- Complimentary tickets to Park Theatre shows (subject to availability)
- Discount at Park Pizza
- Employee Support Scheme, including complimentary flu vaccinations
- Season ticket loan and Cycle to Work scheme
- Family friendly policies
- Access to training & support for professional development

Application Procedure

Equal Opportunities

We are an inclusive organisation and an equal opportunities employer. Our aim is to create a diverse and inclusive working environment and our recruitment process is open to all, but we are particularly keen to hear from global majority and / or disabled candidates, as these groups are currently underrepresented in our teams. As a Disability Confident Scheme employer, we guarantee to interview all disabled applicants who meet the essential criteria for our vacancies.

If you feel that this applies to you, please include the following sentence at the end of your application letter: *I would like my application to be considered under Park Theatre's Positive Action policy.*



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 **Finsbury Park**