

Visitor Services Manager – Box Office

Employer: **Kings Place Music Foundation**

Date: **May 2025**

Department: **Visitor Services**

Responsible to: **Senior Visitor Services Manager**

Kings Place is a committed equal opportunities employer. We strive to provide our employees with a work environment free from discrimination where everyone can succeed and excel. We recognise that our organisation is enriched and strengthened by a diverse workforce and we welcome applications from everyone.

Role Objective:

The Visitor Services Manager - Box Office will work closely with the Senior Visitor Services Manager, Ticketing & Audience Co-ordinator, and Visitor Services Manager - Front of House. The role exists to develop and support the day-to-day operations of the Box Office, ensuring a seamless, efficient and welcoming experience for all visitors. The post holder will actively promote Kings Place, its diverse programming, and activities, leading by example to deliver exceptional customer service. A key focus of this role is the management, development, and motivation of the Box Office team, fostering a friendly, knowledgeable, and service-oriented environment that consistently exceeds customer expectations.

Key Duties:

Operational

- To oversee the effective day to day operation of the Box Office, ensuring that service standards are followed.
- To acquire and provide product knowledge and accurate information to customers and colleagues.
- To attend and provide appropriate team briefings prior to events.
- To act as Box Office Duty Manager prior to performances, as and when required.
- To assist with other sales and administrative activities as required including dealing with queries, exchanges, gift certificates, complimentary ticket requests, and basic in-house marketing.
- To attend and assist with the planning of operational, H&S and EDI related meetings to ensure effective operations across all departments.
- To work alongside the Senior Visitor Services Manager and the Ticketing & Audience Co-ordinator to review all processes, making improvements or recommendations for optimising operations.
- To act in a senior capacity, when on duty, deputising for the Senior Visitor Services Manager as and when required.

Staff Management and Development

- To motivate and monitor performance of Box Office Supervisors and Box Office Assistants, providing regular feedback and always leading by example.
 - To plan and manage the departmental staff rota, ensuring that business needs are met in line with the staffing budget.
 - To record staff absence and timekeeping and provide regular feedback.
 - To co-ordinate the recruitment and selection of new staff.
 - To organise and conduct staff training sessions.
 - To actively seek ways to improve staff working relations and staff welfare.
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Customer Service Standards

- To be a responsible presence on the Box Office and in public areas, liaising with all staff to ensure customer safety and an exceptional customer experience.
- To oversee and monitor customer comments, complaints and feedback.
- To make customer feedback data accessible to all departments.
- To support the Marketing department in responding to customer queries via social media.
- To follow service standards, working closely with the Head of Visitor Services and Senior Visitor Services Manager to develop better working practices.
- To work closely with the Visitor Services Manager - Front of House to ensure that Customer Service standards are of the highest level across the Visitor Services team, and staff development is consistent and effective.

Ticketing Inventory and Sales

- To work alongside the Senior Visitor Services Manager and the Ticketing & Audience Co-ordinator to monitor booking data and identify sales trends, highlighting opportunities to maximise sales through offers and price-based marketing activities.
- To work closely with the Marketing, Programme and Production departments to:
 - Review sales and seating plans to identify price sensitivity where prices may need to be adjusted.
 - Highlight opportunities to maximise sales through offers and price-based marketing activities.
 - Monitor ticket offers and discounts, making recommendations for effectiveness.

Systems, Data and Technology

- To work alongside the Senior Visitor Services Manager and the Ticketing & Audience Co-ordinator to manage customer data, ensuring all data stored and processed is accurate and reportable.
- To generate and distribute reports using ticketing software.
- To ensure the box office telephone system is configured in line with business needs.
- To record IT issues and monitor and action developments, liaising with the Head of Visitor Services, Senior Visitor Services Manager, ICT Director, ICT Manager and system suppliers.
- To work alongside the Senior Visitor Services Manager and Ticketing & Audience Co-ordinator to:
 - Maintain and develop the ticketing system and to monitor and implement developing functionality and program upgrades.
 - Maintain and create Venue Facilities, Price and Seat Maps on the ticketing system.
 - Set up performances and events on the ticketing system.
 - Create special offers, promotional campaigns, packages, and other items as required on the ticketing system.

Finance

- To monitor and review the Box Office budget alongside the Senior Visitor Services Manager.
- To work alongside the Accounts department to reconcile Box Office sales transactions and invoicing, adhering to accounting and data entry procedures.

Additional Duties

- To comply with the KPMF equal opportunities and health and safety policies.
 - To undertake any other duties as required to support the Head of Visitor Services, Senior Visitor Services Manager and Ticketing & Audience Co-ordinator.
 - To deputise for Senior Visitor Services Manager, as and when required.
 - To deputise for Front of House Duty Managers, as and when required.
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Requirements

Essential

- Experience of working with a ticketing system
- Supervisor experience within a customer service and sales environment
- Proven ability to lead and motivate a team
- High level of computer literacy
- Excellent written and verbal communication skills
- Excellent customer service skills
- Excellent time management and ability to work to deadlines
- Friendly and approachable
- Able to work flexible hours including some weekends and evenings

Desirable

- Experience working with Tessitura
- Experience of working with a ticketing system at an administrator level
- Experience of budget control
- Experience of working in a Front of House role in an arts or cultural venue
- Experience managing professional social media accounts
- A proven track record in co-ordinating projects, managing and training staff, and developing procedures
- Knowledge of Health and Safety issues relating to public places