

## Visitor Services Manager (Box Office)

Employer: **Kings Place Music Foundation**  
Date: **March 2026**  
Department: **Visitor Services**  
Responsible to: **Senior Visitor Services Manager**

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*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:

Working with the Visitor Services leadership team, the Visitor Services Manager (Box Office) will lead and support the day-to-day operations of the Box Office. They will ensure the service is efficient, seamless, and welcoming 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 to review all processes, making improvements or recommendations for optimising service and 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.
  - With support from the Senior Visitor Services Manager and Team Development Manager:
    - co-ordinate the recruitment and selection of new staff.
    - organise and conduct staff training sessions.
    - actively seek ways to improve staff working relations and staff welfare.
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## Visitor Services Manager (Box Office)

### 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 to monitor booking data and identify sales trends
- To work closely with the Marketing and Programme 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 to manage customer data, ensuring it is handled, shared, and stored in line with established GDPR practices and organisational procedures, and that all information remains 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 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.
- To deputise for Senior Visitor Services Manager, as and when required.
- To deputise for Front of House Duty Managers, as and when required.

## Requirements

### Essential

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## Visitor Services Manager (Box Office)

- 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 Spektrix
  - 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
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