

# JOB DESCRIPTION

## Box Office Supervisor (Data Lead)

**Reports to:** Ticketing & Revenue Manager

**Direct Reports:** Box Office Assistants

### Who we are

Capital Theatres is Scotland's largest theatre charity. Our three distinctive venues in Edinburgh - Festival Theatre, King's Theatre and Studio Theatre - offer over 700 extraordinary performances each year. From drama to dance, to musicals and family shows, live music and pantomime, we entertain and inspire audiences of all ages. We want everyone to have access to the arts in a way that works for them, whether that's on our stages or out in the community. We are committed to nurturing everyone's creative journey, supporting emerging talent and contributing to the future of the theatre sector.

### Our Vision

To share extraordinary live experiences with everyone, again and again

### Our Mission

We build a sense of belonging across our three theatres in Edinburgh, enriching the lives of those around us through the strength of our creative programmes and partnerships

### Our Values

<b>We care</b>	We take a people-centred approach We go above and beyond so everyone feels welcome We are thoughtful, respectful and sincere
<b>We share</b>	We are collaborative, transparent and inclusive We truly listen and respond We are committed to widening access
<b>We dare</b>	We rise to any and every challenge We are ambitious in outlook We are courageous
<b>Together we deliver</b>	We have a 'can do' attitude and take pride in our professionalism When we collaborate, there is unmistakable energy We are trusted to deliver a quality experience every time

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the audiences, visitors and communities we serve in the City of Edinburgh and beyond. All employees are internal and external advocates of the organisation and expected to always uphold our values.

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## **Box Office Supervisor (Data Lead)**

### **Purpose of the role**

The **Box Office Supervisor (Data Lead)** plays a key role in delivering excellent customer service and strong sales performance across Capital Theatres' Box Office operations, including ticket sales, memberships, donations, and effective cross- and up-selling. The role also supports the accurate and meaningful use of data across the organisation, providing reports and analysis as required. As part of the Box Office supervisory team, the post-holder leads by example, sets high standards, and supports the day-to-day leadership of Box Office Assistants.

### **Main duties and responsibilities**

#### **Supervisory**

- Supervise Box Office Assistants on a day-to-day basis
- Prepare daily rotas, ensuring effective customer service delivery
- Support the other Box Office Supervisors with recruitment and training support where necessary
- Encourage individual development within the team and support team members in their personal development
- Duty management during the hour before a show and on weekends, or in the absence of the Head of Ticketing & Revenue, and the Ticketing & Revenue Manager
- Maximise up selling and cross selling within the team ensuring weekly sales and performance targets are met
- Ensure that excellent customer care is maintained throughout the team
- Work with the box office team to ensure that our customer database well maintained and that Box Office Sales and Admin Assistants meet targets for deduping and ensuring customers contact preferences are kept up to date
- Ensure that Capital Theatres' standards and expectations, as laid out in the employee handbook, are adhered to

#### **Collaboration**

- Support the work of other members of the Box Office supervisory team and provide cover as required
- Attend meetings, as required, with other teams across Capital Theatres to support Capital Theatres' business plan, vision, mission, and values

#### **Customer Service**

- Always provide excellent customer service, and contribute positively to the overall 'customer experience'
- Be knowledgeable about our events, products, and fundraising activities
- Respond to customer enquires through any channel including, but not limited to, in person, by telephone, or by email

#### **Sales**

- Sell tickets, and supervise ticket sales over the telephone, process bookings, and deal with enquiries
- Set up and monitor discounts and special offers on Capital Theatres' ticketing system
- Alongside the Head of Ticketing & Revenue, and the Ticketing & Revenue Manager, manage holds, discounts, and all ticketing inventory (releases, chasing up expired reservations etc.)
- Ensure postal tickets and membership cards are printed and dispatched timeously
- Cross sell productions and other services such as backstage tours, memberships, merchandise, and food/beverage
- Increase membership sales and help the team meet weekly sales targets
- Increase attendance and repeat business
- Produce and distribute sales reports as required
- Reconcile daily sales and report/look into any discrepancies
- Reconciliation of Theatre Tokens sales and income
- Provide end of show reports to of the Head of Ticketing & Revenue, the Ticketing & Revenue Manager, Development, Finance, and Customer Services
- Liaise with and deal with requests from visiting companies around their ticketing and seat hold requests

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### Data

- Undertake data and analysis tasks as requested by colleagues, visiting companies, and stakeholders, or as delegated by (or in the absence of) the Ticketing and Revenue Manager.
- Develop and maintain proficiency in the use of Capital Theatres' ticketing and data systems, including Spektrix and the Baker Richards data dashboard, to support accurate data analysis and reporting.
- Ensure that data collection processes are followed to achieve complete, accurate and consistent records that are managed in line with Capital Theatres and GDPR policies and legislation
- Support colleagues in the effective and consistent use of Spektrix, in relation to data handling, reporting, and customer records.
- Produce regular, and ad-hoc reports on sales, mailing ROIs, attendance, and audience data in support of the KPIs of Box Office, Marketing and Development.
- Assist in the monitoring and evaluation of dynamic pricing outcomes, providing analysis and summaries as required.
- Set up and manage customer data lists for marketing mailings, ensuring accuracy and GDPR compliance.
- Ensure compliance with GDPR legislation, Capital Theatres' data protection policies, and data retention procedures.

### Administration

- Ensure customer records are de-duplicated as required
- Proofread brochures, website etc to ensure that ticketing information is accurate
- Prepare Box Office Assistants timesheets on a weekly basis in time for the weekly pay cycle

### General

- Maintain a clean and tidy environment in the office area
- Have a flexible approach to working hours
- Secure the box office areas at close of business
- Fulfil any other duties as required by the Head of Ticketing & Revenue, the Ticketing & Revenue Manager, or any member of Capital Theatres Senior Management or Executive Team

### Ensuring that Capital Theatres policies and procedures are followed

- Working within Capital Theatres' brand guidelines
- Working within Capital Theatres' financial and control procedures
- Comply with relevant legislation and regulations, including, but not limited to, Health and Safety, Environmental Health, PVG checks and Children's Performance Licencing
- Identify and propose potential improvements to Capital Theatres' policies and procedures

*These main duties and responsibilities are indicative and not exhaustive. Other duties may be necessary to fulfil the purpose of the post. This job description may be periodically reviewed and revised by the CEO and the Board in consultation with the post holder.*

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### Person specification

Essential Experience	Desirable Experience
<ul style="list-style-type: none"> <li>• A minimum of 12 months' experience using <b>ticketing systems within a customer-facing</b> or box office environment</li> <li>• Proven <b>sales experience</b>, including <b>inbound sales</b> in a fast-paced customer service environment</li> <li>• Experience of <b>working to sales or performance targets</b>, with the ability to contribute to commercial objectives</li> <li>• Experience in an <b>administrative role</b></li> <li>• Experience of <b>data analysis and visualisation</b>, and of using data to support reporting and decision-making.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of <b>outbound sales</b>, including proactive customer contact and sales campaigns</li> <li>• Experience of working across <b>a multi-site performing arts venue</b>, with an understanding of the operational complexities this entails</li> <li>• Experience of the <b>Spektrix</b> ticketing system</li> <li>• Experience of <b>supervising</b> staff, including supporting performance, providing guidance, and maintaining standards</li> </ul>
Essential Skills and Abilities	
<ul style="list-style-type: none"> <li>• Strong <b>commercial awareness</b>, with the ability to balance income generation and customer experience.</li> <li>• A sound <b>understanding and a passion for the performing arts sector</b> and the audiences it serves</li> <li>• <b>Excellent working knowledge of Microsoft Excel</b>, including the ability to use spreadsheets for analysis and reporting</li> <li>• A high level of <b>computer literacy</b>, with confidence using a range of digital systems and tools</li> <li>• <b>Exceptional attention to detail</b>, ensuring accuracy across data, reporting, and administrative tasks</li> <li>• <b>Excellent written and verbal communication skills</b>, with the ability to present information clearly and professionally to a range of stakeholders</li> </ul>	
Knowledge, Attitude and Behaviours	
<ul style="list-style-type: none"> <li>• A collaborative <b>team player</b> who leads by example and inspires confidence in others</li> <li>• Professional, reliable, and <b>flexible</b>, including willingness to work evenings, weekends, and peak periods</li> <li>• <b>Proactive and innovative</b>, with a commitment to continuous learning and service improvement</li> <li>• A <b>collaborative approach</b>, working effectively with colleagues across departments to achieve shared objectives</li> <li>• Strong <b>planning and organisational skills</b>, with the ability to allocate resources effectively and work strategically</li> <li>• A strong <b>advocate for Capital Theatres</b>, its vision, values, and work</li> </ul>	

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### **About you**

We are committed to building an organisation that reflects the communities we serve across the City of Edinburgh and beyond. Our venues are for everyone, and we value teams made up of people with a wide range of backgrounds, perspectives, and lived experiences. We do not discriminate on the basis of race, colour, religion or belief, gender or gender identity, sexual orientation, age, disability, or any other protected characteristic as defined by the Equality Act 2010.

The opportunity to work with us is accessible to all, whatever your background or life experience, for example if you:

- Are D/deaf, have a disability or a long-term health condition that affects day-to-day life
- Identify as neurodiverse, including dyslexia, dyspraxia, dyscalculia, ADHD, or being autistic
- Grew up in a household receiving Universal Credit or state benefits
- Have lived in council or social housing, or been on a housing register
- Have experienced homelessness or lived in sheltered accommodation
- Have experience of being in care at any point in life
- Have been a refugee or asylum seeker
- Are from the African, South, East and South–East Asian, Middle East, Latinx or North African diaspora, or have experienced racism

If you require this job description in another format, or need adjustments to apply or interview, please contact [recruitment@capitaltheatres.com](mailto:recruitment@capitaltheatres.com). We will ensure you have the support and information needed to participate fully.

Don't worry if you're not a perfect match for the job description and criteria, we are also interested in your enthusiasm, potential, and willingness to learn.

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### Main Terms and Conditions of Employment

	Category	Term
1	Tenure	Full time, permanent
2	Reporting to	Head of Ticketing & Revenue, Ticketing & Revenue Manager
3	Salary	£28,500 to £30,500
4	Hours	Your salary covers a working month of up to 180 hours. Shifts are generally 8 hours in length including a one-hour lunch break, and are scheduled between 9am and 8pm, with frequent weekend work. Candidates must be flexible about shift patterns.
5	Annual Leave	35 days per annum (inclusive of all statutory Scottish bank holidays), rising to 40 days after 10 years' service Holiday year runs from 1 April – 31 March
6	Notice Period	3 months
7	Pension	The Company operates an auto-enrolment pension scheme with 8% employer contribution and 4% employee contribution. Option to increase through additional voluntary contributions
8	Place of Work	Festival Theatre, Studio Theatre and King's Theatre
9	Additional Benefits	The Theatres offer a number of discretionary benefits including:- <ul style="list-style-type: none"> <li>• Life assurance cover of 3x salary</li> <li>• Free and/or discounted tickets for performances (subject to availability) and complimentary Friends membership</li> <li>• 20% discount in the Festival Theatre Café</li> </ul>

All other terms and conditions of employment are as detailed in the Employee Handbook

### Box Office Department structure

