



JOB DESCRIPTION

Box Office Supervisor (groups lead)

Reports to: Ticketing & Revenue Manager

Direct Reports: Box Office Assistants

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.

Purpose of the role

The **Box Office Supervisor (Groups 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 leads on supervising Capital Theatres group sales service, and on increasing overall revenue from group bookings. 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 Sales Assistants.

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

We care	We take a people-centred approach We go above and beyond so everyone feels welcome We are thoughtful, respectful and sincere
We share	We are collaborative, transparent and inclusive We truly listen and respond We are committed to widening access
We dare	We rise to any and every challenge We are ambitious in outlook We are courageous
Together we deliver	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.

Main duties and responsibilities

Supervisory

- Supervise Box Office Assistants on a day-to-day basis
- Prepare daily rotas, ensuring effective customer service delivery
- Lead by example
- Ensure that Capital Theatres' standards and expectations, as laid out in the employee handbook, are adhered to
- 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 is well maintained and that Box Office Sales and Admin Assistants are regularly deduping customer records and ensuring customers contact preferences are kept up to date

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 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
- Liaise with and deal with requests from visiting companies around their ticketing and seat hold requests

Groups

- Build an ongoing strategy in collaboration with the Head of Ticketing & Revenue and the Ticketing & Revenue Manager to continuously grow and develop groups booking across the Capital Theatres programme
- Successfully maintain, and develop key external relationships including but not limited to; corporate entities, school and student groups, tour operators, affinity groups (such as fan clubs, family groups, or specialised interest groups), associations, and community ambassadors
- Work alongside the marketing and communications team to create effective marketing, promotional and sales tools (including but not limited to digital, print, social media)
- Research, identify and develop new group bookers and establish relationships with them
- Meet group sales targets and KPIs, as set by the Head of Ticketing & Revenue
- Create and take part in events for group bookers, to inspire and inform
- Work alongside the box office management, marketing, and creative engagement to increase diversity within our audiences
- Oversee group sales from initial contact through to completion
- Ensure payments of all groups sales are made timeously
- Produce and distribute reports on groups sales as required

Administration

- 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.

Person specification

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

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. 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.

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	£29,500 to £31,500
4	Hours	Your salary covers a working month of 160 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"> • Life assurance cover of 3x salary • Free and/or discounted tickets for performances (subject to availability) and complimentary Friends membership • 20% discount in the Festival Theatre Café

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

Box Office Department structure

