**Box Office and Data Manager**

**Sinfonia Smith Square**

Sinfonia Smith Square is the exciting coming together of two much-loved and well-respected music organisations: the orchestra – Southbank Sinfonia, and the venue – St John’s Smith Square. Now one organisation, with a unified management structure, Sinfonia Smith Square is a dynamic beacon for classical music, located in its home at Smith Square Hall.

[www.sinfoniasmithsq.org.uk](http://www.sinfoniasmithsq.org.uk)

**Role overview**

The Box Office and Data Manager plays a key role within the Sinfonia Smith Square team, responsible for the smooth operation of the Sinfonia Smith Square Box Office function. This role oversees the management of our ticketing and CRM system, Spektrix, and leads the Box Office team, motivating them to deliver outstanding customer service while ensuring accurate audience and sales data capture.

Supporting the Marketing and Communications team, this role provides audience insight through analysis of sales and audience data to help inform promotional campaigns, audience development initiatives, and pricing strategies, while also regularly reporting on key metrics to support strategic planning across the organisation.

This role is advertised as a permanent part-time position (0.6 FTE), offering a flexible opportunity for someone managing other responsibilities or commitments.

**Team & Line Management**

**Reports to**: Head of Audience and Communications

**Responsible for:** Deputy Box Office and Data Manager (0.6 FTE), Box Office Assistants (casual team)

**Key Responsibilities**

This is a wide-ranging role working across the entire breadth of the organisation. Your responsibilities will be varied, including:

**Team & Systems Management**

* Manage the day-to-day running of Sinfonia Smith Square’s Box Office function.
* Prepare the monthly rota for the Box Office team, ensuring appropriate staffing levels by adjusting for quiet and busy periods and responding to sick leave cover and emergency staffing issues.
* Cover Box Office shifts as needed to fulfil the rota, including front desk cover during the day if required.
* Be responsible for the recruitment, training, and appraisals of the Box Office team.
* Actively recruit and engage volunteers to support the Box Office team.
* Develop the Box Office Handbook to ensure the Box Office team is equipped to deliver the highest standards of customer service and audience experience.
* Regularly review the Box Office ticketing policies, access policy, and concessions policy, and ensure all Box Office policies are adhered to by the Box Office team.
* Working with the Venue Manager, ensure that staff maintain the upkeep and organisation of the FOH and Box Office areas, including the effective display of promotional materials throughout the venue to help maximise revenue.

**Event Set-up and Ticket Sales**

* Lead on the set up of venue seating plans, pricing lists, and events on Spektrix, liaising with Spektrix, colleagues, and promoters to establish efficient and timely processes for fulfilling on-sale schedules.
* Working with the Marketing and Communications team, ensure that all events on sale through the Sinfonia Smith Square Box Office are accurately listed on the website and that the customer booking pathway is user-friendly and easily navigable.
* Effectively manage event pricing, discounts, concessions ticket allocations, and supplementary events such as pre-booked interval drinks, to maximise sales revenue through Spektrix.
* Be the primary contact for all promoter ticketing enquiries; consulting with partners to discuss event sales set up, promoter holds, guest lists, and third-party ticketing platforms.
* Ensure accurate and up-to-date pre-event communications are sent to customers via DotDigital.
* Identify and maximise opportunities such as upselling and cross-selling, with the support of the Marketing & Communications team, to drive attendance and sales.
* Ensure that Box Office staff are kept informed of marketing and sales targets, promotions and exclusive offers, and other marketing and development initiatives.
* Manage and implement external box office hire event requests as needed.

**Audience Development, Insight and Reporting**

* Ensure the accurate capture of customer data on Spektrix and perform regular data cleansing to uphold data integrity.
* Working with the Head of Audience and Communications, track audience development targets and KPIs in line with the audience development plan.
* Working with the Marketing and Communications team, use audience segmentation to help support targeted delivery of newsletters, offers, audience surveys, and other promotional material to the customer database via Spektrix and DotDigital.
* Provide colleagues and visiting promoters with sales and analysis reports as needed to help better inform targets, sales patterns, and sales both pre- and post-events.
* Conduct audience data and sales analysis to offer audience insight and help inform marketing campaigns and broader organisational strategic planning.

**Customer Service**

* Ensure all Box Office staff share the same aspiration to deliver the highest standards of customer service through ongoing training, monitoring, and evaluation.
* Ensure that all customer enquiries are responded to promptly by Box Office staff and managed effectively and respectfully.
* Working with the Venue Manager, ensure a seamless unified customer experience across the FOH teams.

**Box Office Infrastructure**

* Be the day-to-day point of contact with Spektrix for Sinfonia Smith Square’s Box Office function.
* Ensure the provision of efficient Box Office IT, monitoring system performance, and troubleshooting technical issues promptly by working with Spektrix and Sinfonia Smith Square’s IT and Web consultants.
* Ensure regular maintenance and service of all equipment in the Box Office, including but not restricted to, ticket printers and PDQs.
* Be the GDPR champion in the Box Office team, ensuring data is managed as per Sinfonia Smith Square’s data protection policies.
* Stay up to date with Spektrix ticketing software developments and oversee their implementation into the box office function.
* Oversee Box Office email accounts and phone lines, ensuring that messaging is kept up-to-date and informative.

**Administration & Finance**

* Provide the Finance team with timely post-event ticket sales, data and commission reports for invoicing purposes.
* Prepare timesheets for all Box Office casual staff and meet Finance team deadlines for monthly payroll processes.
* Work with the Finance team to ensure correct reconciliation of daily sales on Spektrix.

**General**

* Attend regular marketing and sales meetings, operations meetings, team meetings, and other meetings as needed.
* Stay informed about general ticketing and box office practices in other UK venues.
* Always act in the best interests of Sinfonia Smith Square.
* Assume other tasks within the scope and responsibility of the role as required from time to time by the Head of Audience and Communications to ensure the efficient running of the Box Office function.

**Person Specification**

Sinfonia Smith Square is able to achieve all it does thanks to a dedicated, collaborative, hard-working team. Within this team, each colleague plays a singular role, vital to the organisation. We are looking for someone who is, first and foremost, excited and inspired by our work. We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities above.

This role may particularly suit someone with experience in a customer-facing box office position who is now seeking a new challenge and fresh opportunities within a small but dynamic team. We are looking for a positive and initiative-taking individual with a passion for delivering exceptional customer care, and a strong enthusiasm for systems, data analysis, and live performance. You should be prepared to work in a busy arts organisation with a willingness and ability to complete your tasks with efficiency. The ideal candidate should have the following skills, attributes, experience, and motivations:

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| --- | --- | --- |
| **PERSONAL ATTRIBUTES** | **Essential** | **Desirable** |
| Good team player with strong leadership skills | 🗸 |  |
| Meticulous attention to detail | 🗸 |  |
| A professional and personable approach with an ability to cultivate great working relationships with colleagues and external partners | 🗸 |  |
| Demonstrable ability to deliver very high standards of customer service  | 🗸 |  |
| Ability to multi-task and prioritise workload effectively in a busy environment | 🗸 |  |
| Positive, flexible, can-do attitude with a willingness to work evenings and weekends  | 🗸 |  |
| Interest or background in classical music  |  | 🗸 |
| An understanding of and commitment to diversity, equity, and inclusion in all its forms | 🗸 |  |
|  |  |  |
|  | **Essential** | **Desirable** |
| A genuine passion for the arts and live events, and a keen interest in the work, mission, vision, and values of Sinfonia Smith Square | 🗸 |  |
| **SKILLS**  |  |  |
| Good working knowledge of Spektrix or equivalent CRM ticketing system  | 🗸 |  |
| Outstanding organisational skills | 🗸 |  |
| Excellent verbal and written communication skills and a good degree of numeracy  | 🗸 |  |
| Ability to analyse and interpret data, extract relevant insight, and communicate it clearly  | 🗸 |  |
| Strong IT literacy with good working knowledge of all Microsoft Office applications | 🗸 |  |
| Good working knowledge of GDPR |  | 🗸 |
| **EXPERIENCE** |  |  |
| At least one year working in the sales and ticketing function in an arts/culture environment  | 🗸 |  |
| Experience in dealing with members of the public in a customer-focused environment | 🗸 |  |
| Experience using a ticketing and CRM system (ideally Spektrix) in an administrator’s capacity, including setting up events for on-sale | 🗸 |  |
| Experience in producing data analysis and sales reporting to support an organisation’s business aims |  | 🗸 |
| Experience of managing a small team |  | 🗸 |
| Experience of using Artifax CRM system |  | 🗸 |
| Experience of integrating a box office system with promotional platforms through an API feed (for example DotDigital) |  | 🗸 |
| Experience managing volunteers |  | 🗸 |

**Terms of employment**

The role of Box Office and Data Manager is offered on a 0.6 FTE basis. Regular hours of work are Monday to Friday, 9.30am – 5.30pm, although flexibility will be required when overseeing evening and weekend events.

Annual leave is 25 days plus statutory bank holiday (pro rata).

Salary: £30,000 per annum (pro rata). Sinfonia Smith Square operates an occupational pension scheme via NEST.

Sinfonia Smith Square’s base and offices are at Smith Square Hall, London, SW1P 3HA, with additional office space at 4 Millbank, London, SW1P 3JA.

Notice period is 2 months, following a 6-month probation period.

There is a 20% discount in the café at Smith Square Hall for staff members and all staff are eligible for two complimentary tickets for all Sinfonia Smith Square fellowship concerts that take place at Smith Square Hall.

**Equal opportunities**

As an equal opportunities’ employer, Sinfonia Smith Square is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply for this position. We aim to operate an inclusive recruitment process; applications will be anonymised before being passed to

the shortlisting panel. If you have any particular requirements, please let us know at any point during the process.

**How to apply**

The closing date for applications is midday on **Monday 31st March**. To apply, you should email an application form and equal opportunities monitoring form (available on our website) to **Molly Joynson** (molly@sinfoniasmithsquare.org.uk) by the closing date. Please note that late or incomplete applications cannot be accepted.

Interviews for shortlisted candidates will take place the week beginning **Tuesday 1st April**. Please indicate in your application if you have any availability issues that week.

If you would like to find out more about the role or would value an informal conversation about how it may suit you at this stage in your career, we would be very happy to hear from you. Please contact Jo Duggan, Head of Audiences and Communications jo@sinfoniasmithsquare.org.uk

If you do not live or work in Greater London, Sinfonia Smith Square will contribute to travel expenses incurred in attending interviews if requested and agreed in advance. In exceptional circumstances, initial interviews may be conducted by Microsoft Teams or Zoom. If you are invited for an interview and would like to claim travel expenses, please mention this when your interview is being arranged. Please note that a request to claim travel expenses will not affect decisions about whether or not to invite you to an interview.