

# BOX OFFICE SUPERVISOR

Estates & Facilities

Grade 5, Full time, Permanent

Job reference number: 208-22

## Applicant Information Pack

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### Closing date

9am Friday 6 January 2023

### Interview date

Friday 13 January 2023

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## Job Description

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<b>Job title</b>	Box Office Supervisor
<b>Department</b>	Estates & Facilities
<b>Grade</b>	5
<b>Hours of work</b>	Full Time (1FTE)
<b>Contract type</b>	Permanent
<b>Responsible for</b>	Co-ordination of Box Office staffing
<b>Liaises with</b>	<b>Internal</b> Facilities & Operations Team; Front of House and Stewards; Performance & Programming and Opera School; MarComms Team; Heads of Faculty; Heads of Programmes & Research; Directorate; Secretariat; Facilities; Members of the Development Department; Artistic Director; Students; Development & Alumni Engagement Events team; Museum <b>External</b> Audiences; Visitors; Spektrix Support and Account Managers; Classical Venues; External Hirers
<b>Job overview</b>	<p>A key, customer-facing role within the Estates &amp; Facilities Team, managing and administering the day-to-day operation of the busy RCM Box Office and providing a first-class sales and information service to the public, students and staff. Using the ticketing software, Spektrix, the role also works closely with the Marketing Team to provide and analyse audience data and report each season.</p> <p>The RCM Box Office sells tickets for the RCM's venues: the 400-seat Concert Hall and 400-seat opera theatre, as well as the recently completed Performance Hall, Performance Studio and Museum and small RCM venues.</p>

### Key Responsibilities

These include:

#### Customer Care

- Providing the highest level of customer service and care to all RCM customers, including audience members, students, staff and visitors.
- Responding to requests for tickets by personal and telephone application
- Resolving any customer complaints or issues, ensuring matters are fully resolved and feedback is forwarded to the relevant department if needed.
- Being the first point of contact and welcome for visitors and enquiries

#### Box Office Computer System

- Managing the box office ticketing system (currently Spektrix)
- Managing the box office phone system
- Ensuring ticketed events and saleable items are set up on the box office system
- Maintaining the customer records held on the database in accordance with GDPR, PECR and the latest data protection guidance
- Liaising with internal departments to ensure consistency between databases including Development & Alumni Engagement Relations, Registry and Junior Department.

- Contacting the ICT department and the service provider for support, and solving basic IT problems when necessary
- Producing and analysing sales data for the Marketing Department and other colleagues as and when required
- Providing access to, and training, non-Box Office members of staff in use of ticketing system
- Building venues and seating plans in the box office ticketing system
- Maintaining and troubleshooting all elements of the box office ticketing system both front and back end, including direct liaison with the contracted supplier to resolve any issues that may arise.

## Ticketing

- Issuing and returning tickets
- Contacting bookers when there has been a change of programme or cancellation
- Issuing complimentary tickets for press, media and special guests, using discretion and initiative
- Supervising the provision of specialist ticket allocations internally and externally. Ensuring allocations are marked back and invoices paid in a timely manner
- Ensuring all access ticket requests are handled appropriately
- Monitoring stock levels of tickets and other Box Office consumables
- Handling cash, cheque, debit and credit card bookings, reviewing and resolving disputed payments
- Managing the External Hire Box Office service
- Liaising with external hirers regarding ticket requirements, providing regular accounting reports, feedback, advice and ensuring ticket income is settled in a timely manner

## Merchandise

- Selling and promoting RCM merchandise, maintaining stock levels and undertaking reconciliation
- Providing feedback and analysis on merchandise sales to the Head of Marketing

## Administration

- Accounting box office income and costs
- Taking responsibility for accurate drawer takings and individual cash reconciliation, liaising with Streamline, RCM Finance office and customers when needed.
- Daily balancing of cash, cheques and credit card sales for payment into RCM Finance Office
- Invoicing for Box Office hires
- Providing performance sales and financial reports at the completion of every performance in conjunction with the Front of House Reports produced by the House Manager.
- Ensuring value for money with all purchase requests, overseen by the House Manager and Facilities & Operations Manager.

## Staffing

- Provide support and training for members of the Facilities, Customer Service and Stewarding team on Box Office processes and procedures regarding ticket sales, customer service and selling merchandise.

## Audience Development

- Monitoring the RCM "visitor experience", accurately logging and passing on any customer feedback, and feeding relevant comments into the Front of House reports.

## General

- Undertaking general office duties as required
- Maintaining the appearance of the box office to the high standards expected of the RCM
- Support the Marketing Manager (Events) and Head of Marketing by providing sales data and maintaining regular reports
- Implement ticket price policy and individual event prices as set by Marketing Manager and Head of Marketing
- Assisting with internal promotion of events, including circulating event information internally via email and maintaining leaflet display racks.
- Support all RCM events, including Open Day, Graduation, VIP visits and internal fundraising events
- Keeping up to date with ticketing software developments and strategically planning their implementation at the RCM
- Keeping informed of general ticketing and box office practice in other UK venues
- Undertaking any other duties as directed by the House Manager, Facilities & Operations Manager and Director of Estates
- Be proactive in enabling effective communication between Box Office and the MarComms Team including attending monthly team meetings

## Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
<b>Qualifications</b>	Degree in Music or related art-based discipline or equivalent knowledge and understanding gained through professional experience	Desirable	AF, INT
	Good standard of literacy and numeracy e.g. to A level standard or equivalent	Essential	AF, INT, ST
<b>Experience, Skills &amp; Knowledge</b>	Strong customer service experience	Essential	AF, INT
	Experience using box office software	Essential	AF, INT
	Experience of using Spektrix software	Desirable	AF, INT
	Experience of analyzing and presenting audience data	Essential	AF, INT
	Experience of using phone handling systems	Desirable	AF, INT
<b>Knowledge/ Skills</b>	IT skills, especially experience of database administration	Essential	AF, INT, ST
	Administratively self-sufficient and accustomed to exercising initiative	Essential	AF, INT
	A strong understanding of data protection regulations	Essential	AF, INT
	A confident communicator, orally and in writing	Essential	AF, INT
<b>Personal Attributes</b>	Keen interest in classical music	Desirable	AF, INT
	An informed interest in higher education	Desirable	AF, INT
	Ability to prioritise a busy workload	Essential	AF, INT
	Ability to work effectively as part of a team	Essential	AF, INT

A demonstrable enthusiasm for live performance and a commitment to widening access	Desirable	AF, INT
A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF, INT

AF = Application Form    INT = Interview    ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Facilities & Operations Manager or Director of Estates within the scope and level of the post.

The Royal College of Music is an Equal Opportunities employer. The College is a non-smoking environment.

## Terms & Conditions

<b>Availability</b>	The post is immediately available and the postholder should ideally be available to start as early as possible.												
<b>Contract type</b>	Permanent												
<b>Hours of work</b>	<p>This role is offered on a full time (1FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week. Normal working hours are 12:00pm-8.00pm (with a one hour lunch break), Monday to Friday but the postholder will be required to work flexibly and be available to undertake weekend work and other hours, as required.</p>												
<b>Salary</b>	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table border="1"> <thead> <tr> <th>Spine points</th> <th>Full-time salary*</th> </tr> </thead> <tbody> <tr> <td>16</td> <td>£27,904</td> </tr> <tr> <td>17</td> <td>£28,459</td> </tr> <tr> <td>18</td> <td>£29,112</td> </tr> <tr> <td>19</td> <td>£29,798</td> </tr> <tr> <td>20</td> <td>£30,545</td> </tr> </tbody> </table> <p>*inclusive of London Weighting allowance</p> <p>Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.</p> <p>Payday is the 15<sup>th</sup> of each month or the last working day before this should the 15<sup>th</sup> fall on a weekend or bank holiday.</p>	Spine points	Full-time salary*	16	£27,904	17	£28,459	18	£29,112	19	£29,798	20	£30,545
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<b>Work permit</b>	<p>All applicants must be permitted to work in the UK and hold a relevant work permit where necessary.</p> <p>This is not a role for which the RCM will act as a sponsor for a visa application.</p>												
<b>DBS check</b>	Not applicable for this post.												
<b>Probation</b>	The post has a six months' probationary period.												

<b>Notice period</b>	The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.
<b>Pension</b>	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: <a href="http://www.uss.co.uk">www.uss.co.uk</a> . Arrangements exist for members to make additional voluntary contributions (AVCs).
<b>Annual leave</b>	<p>Full time staff are entitled to 210 hours (equivalent to 30 days) of holiday per annum, plus public holidays. (grades 1-7)</p> <p>The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>

## Staff Benefits

<b>Travel</b>	<p>Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
<b>Events</b>	There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.
<b>Eye tests &amp; hearing tests</b>	The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.
<b>Employee Assistance Programme</b>	All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.
<b>Professional Development</b>	The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.

## About Us

<b>The College</b>	Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 50 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers,
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conductors and amateurs. The RCM was ranked as the global top institution for Performing Arts in the 2022 QS World University Rankings by subject.

**Staff** The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over one hundred administrative staff.

**Location** The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

**Department** The Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

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## How to Apply

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To apply, please complete our **1) Application form** and **2) Equal Opportunities form**, available to download from the [RCM website](#), and submit in PDF or Word format to [recruitment@rcm.ac.uk](mailto:recruitment@rcm.ac.uk)

Please ensure that you include the Job Reference Number and state clearly the title of the post for which you are applying. CVs without an application form cannot be accepted.

**Closing date** **9am Friday 6 January 2023**

Applications received after the stated closing date will not be considered.

**Interview date** **Friday 13 January 2023**

With some roles at the RCM second interviews may take place. Shortlisted candidates will be notified in due course.

There will be a test for shortlisted candidates. Further details will be passed to shortlisted candidates in due course.

If you have any questions about this position or the application process please contact a member of the recruitment team on; [recruitment@rcm.ac.uk](mailto:recruitment@rcm.ac.uk). Due to the ongoing Covid-19 pandemic, we are unable to invite applications by post. If you need to receive this documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.

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Aida Berhamovic  
Director of Estates  
December 2023

