



JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Box Office Supervisor
Reports to	Box Office Manager
Responsible for	Box Office Assistants (casual)
Hours	20-30 Hours
Contract	Permanent - Part Time
Annual Leave	33 days per annum inclusive of Public bank holidays (pro-rata)
Salary	c£24,250.00 (Full Time Equivalent)
Location	Wycombe Swan

ABOUT TRAFALGAR ENTERTAINMENT(TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate 16 venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value Creativity, Collaboration, Excellence, and Respect.

ABOUT THIS ROLE

Step into the spotlight as our Theatre Box Office Supervisor! You’ll lead a team of enthusiastic staff, ensuring every patron’s experience is as smooth as a perfectly rehearsed play. With a commitment to respect, you’ll handle customer interactions with care and professionalism. Your role will thrive on collaboration, working closely with your team to manage ticket sales and process refunds efficiently. Striving for excellence, you’ll ensure every detail is perfect, and your creativity will shine as you solve customer queries with a smile.

If you love the buzz of the theatre, have a knack for organisation, and enjoy making people happy, this role is your ticket to an exciting career. Plus, you’ll get to work in an environment where creativity and passion take centre stage.

Come be a part of our show-stopping team!

ABOUT YOU

A self-motivated individual with a genuine passion for Theatre and Live Entertainment, who will be confident in dealing with members of the public, have a professional, courteous and ‘can do’ attitude to work and have a strong a passion for delivering excellent customer service. Someone that can collaborate as part of a team and work independently, to achieve and deliver our values: **creativity, collaboration, excellence, and respect.**

- Passion for theatre / live entertainment
- An exceptional eye for detail for written, numeracy and verbal communication
- Willingness to learn new skills

- Experience of working in an entertainment / Theatre / Customer Services environment
- Experience in addressing and managing customer complaints and dissatisfaction.
- Experience of leading and supervising a team.
- Great team spirit
- Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues
- Highly driven, organised, and able to work calmly and effectively in a fast-paced environment
- Previous experience working in theatre or an entertainment venue

JOB ROLE: Box Office Supervisor

KEY RESPONSIBILITIES

- To assist with the smooth and efficient running of the Box Office, to help maximise sales for the venue.
- Effective contribution to Wycombe Swan's Box Office ticketing service including dealing with customer enquiries and taking bookings for shows and events.
- In liaison with the Ticketing Manager, responsibility for the effective use and maintenance of the ticketing database and routine housekeeping of the ticketing system.
- To have an understanding of the Data Protection Act and ensure that all staff are adhering to this policy.
- To provide guidance to the team, when required, on all areas of the ticketing and sales function.
- To ensure the box office team are kept up-to-date with changes to policies, procedures and show-related information through daily briefings and regular meetings
- To motivate, train and supervise the venue-based box office staff, and to ensure the venue Box Office is adequately staffed in line with business needs.
- To manage ticket requests from company, charities, promotions and the membership scheme.

This is not an exhaustive list of duties from time to time you may be required to undertake such alternative or additional duties which will commensurate your skills, experience, and capabilities.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.