

Altwood Road  
Maidenhead SL6 4PF

Admin: 01628 682555  
Email: [admin@nordenfarm.org](mailto:admin@nordenfarm.org)

October 2024

Dear Applicant

***Box Office Manager***

Thank you for your enquiry regarding the post of Box Office Manager, as advertised. I am pleased to enclose an application pack consisting of the following:

- Job Description and Person Specification
- Application Form
- Equal Opportunities Monitoring Form

Please ensure that you read all information thoroughly before applying. Application should only be made on the enclosed application form (attaching continuation sheets where necessary), answering each section fully. No CVs should be submitted. Applications should be submitted via email or posted to me at the above address.

I look forward to receiving your application and thank you for your interest in the position.

Sincerely

Jane Corry  
**Chief Executive & Artistic Director**

## Box Office Manager Job Description

Post Title:	Box Office Manager
Hours:	28 hours a week inclusive of 30 minute unpaid lunch breaks Tuesday to Friday 1.15pm – 8.15pm (with potential for additional hours during busy periods) Once a month there is a Saturday shift
Salary:	£12.40 p/hour - £16,746 per annum
Holiday:	24.8 days. This includes an allowance for bank holidays and any bank holidays taken as leave will come out of this allowance.
Base:	Norden Farm Centre for the Arts, Maidenhead
Reporting to:	Marketing Manager
Responsible for:	Box Office Assistant

### Job Summary

The Box Office Manager oversees and delivers the sales and ticketing operation. They are responsible for selling tickets and memberships, processing reports, managing data via the CRM system Spektrix and ensuring the Box Office is GDPR compliant.

They are the first point of contact for audiences and visitors. They inspire the Box Office team to deliver an excellent level of customer service.

### Key Responsibilities

#### Box Office Management

- Manage the set up and maintenance of all events, products and offers on Spektrix
- Ensure that Box Office data is GDPR compliant and that data is handled and maintained as per our data protection policy
- Ensure that Spektrix is maintained, lead on new processes and be the main point of contact for all Box Office issues related to Spektrix
- Manage promoter holds and third party ticket sales
- Manage complimentary ticket requests from agents, staff and volunteers
- Liaise with the Marketing department to ensure the website is up to date and that bookings and offers are working correctly
- Work with the Marketing department on promotions
- Oversee box office email accounts and phone lines, being responsible for automated voice messages
- Be the main contact for group bookings, liaising with schools and raising invoices
- Produce reports as required for agents, tutors and for internal use
- Strive to continually improve the customer experience, through training and industry events

### **Box Office team management**

- Line manage the Box Office team
- Prepare the Box Office rotas and manage holiday requests
- Lead on the training and induction of Box Office staff
- Ensure all Box Office staff are trained to a high standard required and have a high level of customer service
- Ensure all Box Office staff are well informed about Norden Farm events, both on and off site

### **Customer service**

- Ensure that all visitors feel welcome and informed
- Provide an efficient experience for bookers, via face to face, phone and online sales
- Be the first point of contact for complaints, feedback, refunds and exchanges
- Maximise ticket sales by promoting cross-sales and upselling within the Box Office team
- Maintain an excellent knowledge about Norden Farm events and ticket offers
- Be knowledgeable about Norden Farm's catering offering and education work
- Ensure that bookings and enquiries are dealt with efficiently
- Work with the House Manager, Duty Managers and Catering Manager to ensure customer satisfaction is high throughout their journey

### **General**

- Attend weekly staff meetings
- Undertake any other duties as required and in keeping with the overall purpose of the role

## **Person Specification**

### **Essential**

- Experience of using a CRM system to a high standard
- Strong IT skills
- Methodical & logical with a keen eye for detail
- Experience of delivering high standards of customer service
- GDPR knowledge
- Ability to work independently
- Ability to work in a busy environment and motivate a team
- A confident and friendly manner with a can-do attitude
- Excellent verbal and written communication skills
- Strong attention to detail
- Strong organisational skills and ability to prioritise workload
- A genuine interest in the arts

### **Desirable**

- Experience of working in a Box Office and of best practice
- Experience of using Spektrix
- Experience of using Microsoft 365, OneDrive, Teams and Sharepoint
- Knowledge of Gift Aid
- Knowledge of the local area

**We reserve the right to close this vacancy early if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.**

# Norden Farm Centre for the Arts

## Application Form

### CONFIDENTIAL

***Please read the job description and supporting information before completing this form.***

Please complete this form, ensuring you fill in all appropriate sections as fully as possible. Forms may be completed electronically or by hand in black ink. CVs should NOT be included with applications.

Completed application forms may be submitted by email to [admin@nordenfarm.org](mailto:admin@nordenfarm.org) or by post to: Norden Farm Centre for the Arts, Altwood Road, Maidenhead, SL6 4PF.

If you have a disability or any other special need that means you are unable to complete this form or any other part of the process, please contact us to make alternative arrangements.

<b>Application for the post of:</b>	
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<b>Personal Details</b>			
Last Name			
First Names			
Home Address			
		Postcode	
Telephone	Home		Work
	Mobile		
Email address			
May we contact you at work?			

## Education and Training

### Secondary Education

From	To	School(s)	Examinations passed/Grades

### Higher and Further Education (University/College/Apprenticeships etc)

From	To	Place of Education	Qualification obtained

### Short and Part-time Courses (including relevant in-house training)

Dates	Details

## Current/Most Recent Employment

Position held			
Employer's Name			
Employer's Address			
Start Date		End Date	
Period of Notice Required		Current Salary	
Brief Outline of Duties and Responsibilities			
Reason for Leaving			

## Previous Employment

Date from	Date to	Name, location and nature of employer's business	Position held	Reason for leaving

## Supporting Information

Please use this space to tell us why you have applied for this position and what you will bring to the post. Describe how the skills and experience you possess would enable you to fulfil the role as described in the job description and any other information that supports your application. Use a continuation sheet if necessary

## Further Information

Do you hold a current and full (not provisional) EU driver's licence?	
Do you require a work permit to work in the United Kingdom?	
Please state how many days you have been absent from work/college due to illness during the last two years, providing details for any extended absence if you wish.*	
<i>Under the Rehabilitation of Offenders Act 1974, candidates are not usually required to give details of spent offences</i>	
Have you ever been convicted, cautioned, bound over or have a conviction pending in respect of any criminal offence which is not considered spent? *	
* Please use an additional sheet if necessary	

## References

Please give the names and addresses of two people, not relatives, one of who should be your current employer (or last employer) from whom confidential references may be obtained. It is Norden Farm's policy to contact referees before an offer of employment is made. Please indicate if you would prefer this NOT to happen.

Name	Position	Address/Telephone Number/Email

## Declaration

I declare that the information on this application is, to the best of my knowledge, true and complete

Signed	Date
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# Norden Farm Centre for the Arts

## Equal Opportunities Monitoring Form

On receipt, this section will be detached from the main body of the application form and will not form any part of the selection process

### 1. Ethnic Origin

(Please tick as appropriate)

I would describe myself as being:

- |   |   |
|---|---|
| <input type="checkbox"/> White:                     | <input type="checkbox"/> Chinese  |
| <input type="checkbox"/> British                    | <input type="checkbox"/> Asian and white                                      |
| <input type="checkbox"/> Irish                      | <input type="checkbox"/> Black African and white                              |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Black Caribbean and white                            |
| <input type="checkbox"/> Black or Black British:    | <input type="checkbox"/> Chinese and white                                    |
| <input type="checkbox"/> Black African              | <input type="checkbox"/> Any other background from more than one ethnic group |
| <input type="checkbox"/> Black Caribbean            | <input type="checkbox"/> Any other ethnic group (Please give details below)   |
| <input type="checkbox"/> Any other Black background | <hr/>   |
| <input type="checkbox"/> Asian or Asian British:    | <input type="checkbox"/> Prefer not to answer                                 |
| <input type="checkbox"/> Asian Bangladeshi          |   |
| <input type="checkbox"/> Asian Indian               |   |
| <input type="checkbox"/> Asian Pakistani            |   |
| <input type="checkbox"/> Any other Asian background |   |

### 2. Gender

- Male  
 Female  
 Non-binary  
 Other  
 Prefer not to answer

If selected other, feel free to self-describe

### 3. Disability

Do you consider yourself to be disabled:

- Yes  
 No  
 Prefer not to answer

Where did you see this job advertised: