

LIVERPOOL'S
ROYAL
COURT

Box Office Manager

Job Information Pack

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LIVERPOOL'S ROYAL COURT

The Royal Court Theatre is one of Liverpool's most beloved and distinctive cultural institutions, with a proud tradition of producing and presenting bold, entertaining, and locally resonant theatre. Liverpool's Royal Court Theatre has been producing high-quality, accessible theatre for over 18 years. We present real Liverpool lives on stage and celebrate all that is good about Liverpool's rich culture. We became an Arts Council National Portfolio Organisation in 2018. The theatre is one of the largest producing theatres in the North of England and we are proud to be recognised as successfully engaging non-theatre audiences and participants from some of the most deprived social and economic areas of the UK.

MISSION

To entertain, educate and uplift people by creating an environment that makes theatre accessible to all and strengthens the cultural fabric of Liverpool.

VISION

That the theatre is a space where everyone, regardless of background or experience with the arts, feels welcomed and inspired. Our stage is a platform for innovation, creativity and collaboration and we strive to nurture the next generation of artists and audiences alike.

BELIEF

That the theatre speaks to the experiences and aspirations of the people of Liverpool and is dedicated to representing the city's vibrant culture and heritage.



ABOUT THE JOB

An excellent opportunity has arisen for a Box Office Manager to lead of Box Office Operations. Details of the role are below:

Lead and manage the Liverpool's Royal Court Box Office, ensuring efficient, professional and customer-focused service across phone, online and in-person sales.

Report to the Head of Marketing and Sales and work closely with Marketing, Finance, Technical, Programming and Operations (including Front of House and Kitchens teams). An important part of the role is to report on Box Office activity and supply various departments with business information with which they can make decisions.

The Box Office Manager will take responsibility for the day-to-day operation and development of the Box Office, ensuring it contributes positively to ticket sales, income generation and audience development.

The post holder will set up shows and On Sales in a timely and professional manner.

Lead the Box Office through an upcoming ticketing-system and website transition, ensuring systems, processes and staff are fully prepared.

Identify opportunities to increase sales, improve customer experience, streamline processes and make better use of Box Office data.

Job title: Box Office Manager

Responsible to: Head of Marketing and Sales

Location: Liverpool's Royal Court, 1 Roe Street, Liverpool, L1 1HL

Contract: Permanent, full-time

Salary: £27,500 - £31,000

Hours: 37.5 hours per week (full-time), including some weekend and evening work to run the Box Office and attend Theatre shows and events

KEY RESPONSIBILITIES

TEAM MANAGEMENT

- Manage, motivate and develop the Box Office team.
- Create staff rotas and ensure appropriate staffing levels across phone and counter customer services.
- Set clear objectives and standards for the Box Office team.
- Provide regular feedback, coaching and support to staff.
- Lead regular Box Office team meetings and briefings.

BOX OFFICE OPERATIONS

- Take overall responsibility for the smooth day-to-day running of the Box Office.
- Ensure staffing levels are efficient and reflect requirements
- Manage ticket sales and customer enquiries across all channels and deal effectively with complex customer enquiries, complaints and operational issues.
- Set up new shows, performances, prices, discounts, offers, holds and allocations and manage ticket allocations, reservations, complimentary tickets and promotional tickets.
- Manage access and accessibility requirements, including accessible seating and associated equipment.

SALES AND INCOME GENERATION

- Work with the Head of Marketing and Sales to maximise ticket sales and revenue.
- Monitor sales performance across productions and identify opportunities for additional sales.
- Produce and analyse regular sales reports.
- Monitor booking patterns, customer behaviour, ticket availability and sales trends.
- Provide accurate sales information to inform marketing, commercial and operational decision-making

REPORTING AND DATA

- Create various reports for the Marketing, Finance and Operations teams to allow the making of informed decisions across the business
- Manage customer data to ensure the Theatre meets its GDPR requirements

SYSTEMS AND TECHNOLOGY

- Manage our box office system and be the main contact for our system suppliers

MARKETING AND CROSS-DEPARTMENTAL WORKING

- Work closely with the Head of Marketing and Sales to support campaigns, promotions and audience-development activity
- Provide timely and accurate sales updates, booking insights and customer feedback to inform marketing planning and decision-making
- Ensure show information, pricing, offers, holds, allocations and customer messaging are communicated clearly across relevant departments.
- Liaise with Programming, Operations, Front of House and Kitchens to ensure Box Office activity supports the smooth delivery of performances and events
- Support internal communication by sharing relevant Box Office information with colleagues in advance of on-sales, busy periods, press nights, group bookings and access requirements
- Contribute to a joined-up approach across departments to improve customer experience, maximise ticket sales and support the theatre's wider objectives

FINANCE AND COMPLIANCE

- Oversee accurate cash handling, payment processing and end-of-day Box Office reconciliations
- Work with Finance to ensure ticket income, refunds, discounts, complimentary tickets and promotional offers are recorded correctly
- Maintain clear financial procedures and ensure the Box Office team follows agreed controls
- Ensure customer data is handled securely and in line with GDPR and organisational policies
- Support audit requirements, financial accountability and good governance across Box Office activity

CANDIDATE SPECIFICATION

ESSENTIAL EXPERIENCE

- Proven experience managing a Box Office, ticketing operation or comparable customer-facing sales environment
- Managing and developing a team
- Working with modern sophisticated ticketing systems
- Experience of setting up performances, prices, discounts, offers, allocations and ticketing configurations
- Producing and interpreting sales and operational reports.
- Dealing with customers both face-to-face and by telephone
- Experience of handling customer complaints and resolving complex issues.
- Improving processes and procedures.
- Strong administrative and organisational experience

DESIRABLE EXPERIENCE

- Implementing or migrating to a new ticketing system
- Working alongside a website development or digital agency
- Integrating ticketing systems with websites
- Accessibility requirements within a theatre or arts environment
- Processing Box Office/customer data to support audience development

ESSENTIAL SKILLS AND ABILITIES

- Leadership
- Sales and Commercial
- Systems and Technology
- Customer Service
- Organisation
- Communication

DESIRABLE SKILLS AND ABILITIES

- Ability to use audience and sales data to identify trends and opportunities
- Confidence working across multiple departments and external suppliers
- Commercial awareness and understanding of how Box Office activity supports income generation
- Knowledge of theatre operations, accessibility requirements and the customer journey
- Ability to support teams through system, process or organisational change





HOW TO APPLY

If you think that you meet all the requirements to be a successful candidate, please send us the following:

- An up-to-date CV, or CVs if applying as a partnership, organisation or consortium
- A supporting statement which details what attracts you to the role, how it fits into your longer-term career plans and how you feel you meet the expectations of the JD, ensuring that you address each point under the 'Essential Skills & Experience' section above.
- The names and contact details for two referees, one of whom should be your current or most recent employer, if possible. We will not contact referees without your prior permission

If you require further information about this recruitment process, need additional information about the role, or would like to discuss your access requirements, please email HR at HR@liverpoolsroyalcourt.com

We encourage all candidates to complete the EDIA form, which helps us better understand the diversity of our organisation and identify ways we can continue to improve our inclusivity. We welcome applications from people of all backgrounds, identities, experiences and circumstances, and particularly encourage applications from people who are underrepresented in our organisation or the wider sector. We are committed to building a diverse and inclusive team whose experiences and perspectives help shape and inform our work and ensure it reflects the diverse communities we serve.

We're committed to creating a comfortable and inclusive environment for all candidates, so please let us know if you need any reasonable adjustments or special arrangements for the interview.