



Job Description

Job Title: **Box Office Supervisor**
Type: PAYE Fixed Term Contract, Variable Hours
Responsible to: Brighton Fringe Box Office Manager & Assistant Box Office Manager
Salary: £11.90 ph

Job Purpose

To work as part of and help supervise an effective sales team, providing efficient ticket sales and information services for Brighton Fringe 2023 and to provide, and maintain, a high degree of customer satisfaction.

Key Responsibilities

- To provide an efficient box office sales service operating a computerised ticket system (currently Eventotron) over the phone and face to face
- To answer all enquiries received at the Box Office relating to events taking part in the Brighton Fringe
- To maintain and nurture relationships with regular Brighton Fringe attendees, encouraging casual and new attendees to visit on a more regular basis
- To help provide statistics relating to sales, specific offers and promotions when required
- To input and update the database as required
- To reconcile and record transactions on a daily basis
- To oversee Sales Assistants in reconciling and recording transactions on a daily basis
- To make a positive contribution to the work of the Box Office team and Company as a whole
- To carry out any other tasks which may be reasonably required by the Box Office Manager, Assistant Manager or Senior Management team
- To assist the Box Office Manager and Assistant Manager in supervising sales staff

Other Duties

- Implement all Brighton Fringe policies and procedures such as the Health and Safety and Equalities policy and ensure this underpins all other practices, policies and procedures.
- Undertake any other duties in line with the responsibilities of the post as requested by the Box Office Manager, Head of Operations and Development, CEO or board of trustees.

Person Specification

ESSENTIAL

- Experience of working in a Box Office or Customer Service environment
- Computer literate
- Excellent communication skills
- Good customer care skills
- Money handling experience
- Excellent telephone manner
- Willingness and flexibility to work evenings, weekends, and public holidays, as required
- Knowledge of, or interest in, the Festival/Arts sector
- Ability to work calmly under pressure
- Good availability over Brighton Fringe (May 5th – June 4th) including evenings and weekends.

DESIRABLE

- Knowledge of Eventotron ticketing system
- Experience of working for a not for profit organization
- Familiarity with Fringe Festival ticketing model
- Box Office-specific Customer Service experience
- Ability to work under own initiative and as part of a team
- Active interest in the performing arts
- Experience managing/ supervising a team

HOURS

Variable Shift Work, to include evening and weekend work as scheduled and as and when directed by management.

Proposed working schedule:

April – Up to 2 days a week

1st May to 5th June – up to 6 days a week

Please note, this is a proposed schedule and days may be reallocated depending on workload. Depending on availability, we can offer full time or part time roles for this position.

Your Application

To apply, please send your CV along with a short cover letter (no longer than a side of A4) to Ben Pearson via email to boxoffice@brightonfringe.org

Or post to: Yacht Werks, 28-29 Richmond Pl, Brighton BN2 9NA

Deadline for applications: April 2nd 11pm

Interviews: w/c 10th April

Start date: w/c 17th April

We want to ensure that we always recruit, nurture and promote a diverse mix of colleagues who are representative of the communities we serve. This gives us great opportunities to access the broadest range of ideas and to serve our diverse communities properly and effectively. Brighton Fringe is a company limited by guarantee and registered with the charity commission. We are an equal opportunities employer.