

Volunteer Opportunity

Volunteer Role Title:	Box office manager
Organisation:	<p>Highbury Theatre Centre</p> <p>We are a small, friendly arts centre run entirely by volunteers. Each year, we put on a season of theatre productions and also run a film club. Other companies also use the theatre for their performances.</p>
About the role:	To ensure our box office provides a welcoming and efficient point of contact for all visitors to the theatre, particularly for those who wish to join and buy tickets.
Key tasks:	<p>To ensure all aspects of the box office run smoothly.</p> <p>To ensure that members and 'events' are correctly set up and maintained on our ticketing platform (TicketSource).</p> <p>To recruit and train box office staff and organise the rota to cover opening times.</p> <p>To liaise with other members of the marketing committee, including the data manager.</p> <p>To liaise with other members of Highbury Theatre as required.</p> <p>For more detail, see role description below.</p>
Skills and qualities needed:	<p>Computer literate.</p> <p>An interest in the activities of the theatre.</p> <p>Able to work with a small team.</p> <p>Responsive.</p> <p>Well organised and accurate.</p>
Support and training offered:	<p>Training will be provided in TicketSource and financial procedures.</p> <p>The theatre's marketing committee will provide support.</p>
Time commitment and location:	<p>Approximately four hours a week, with ad hoc box office cover.</p> <p>Some activity can be done from home. The manager might find it particularly helpful to come to the theatre from 10am to 12 noon on Wednesday mornings.</p> <p>Highbury Theatre Centre, Sheffield Road, B73 5HD</p>
Apply/find out more:	volunteering@highburytheatre.co.uk

Highbury Theatre Centre

Box Office Manager

Role description

Purpose

The Box Office is the primary point of contact for all visitors to the theatre, including those who wish to join and buy tickets. The purpose of the Box Office Manager role is to ensure that a welcoming and efficient box office service is provided, particularly supporting membership and ticket sales.

Key responsibilities

- Ensure procedures to manage effective communication with the theatre and its members via the Box Office are implemented.
- Ensure the Box Office area is kept clean and tidy, with responsibility for the layout and storage of equipment and filing.
- Before the start of each season, ensure membership 'events' and events for all the productions and films are set up. Ensure ad hoc events are set up as required (eg for social events).
- Recruit Box Office staff and train them in Box Office procedures including dealing with post and messages, how to use TicketSource correctly and account for money taken at the end of each shift. Ensure written procedures are available for reference.
- Organise the rota to ensure the Box Office opening times are covered by sufficient staff (as a minimum, Monday evenings, Wednesday mornings, every night of a production, film club nights).
- To manage any staffing issues that may arise, in conjunction with others including the Volunteer Liaison Officer.
- Ensure that membership renewals and requests for tickets are processed promptly and correctly, with any paperwork being securely filed away.
- Ensure that people buying membership via TicketSource ticket sales are correctly converted to audience members.
- Provide key reports to Highbury Players Management Committee (HPMC) and Board of Trustees (BoT) for each meeting. These will include membership numbers and ticket sales. Periodically provide a list of Players to the Membership Secretary and Volunteer Liaison Officer.

Key liaison

- Board of Trustees / HPMC which make key decisions. The Box Office Manager reports to the Marketing Committee and ultimately the BoT.

- Chairs of Highbury Theatre Centre, Highbury Players, Arts Committee, Marketing Committee.
- Data Manager who manages our TicketSource and Mail Chimp accounts and thus accesses all our electronic data and provides ad hoc reports on request.
- Director of Finance, Front of House Manager, Highbury Players Membership Secretary, Volunteer Liaison Officer.