

Northamptonshire Arts Management Trust

Job Description

Department:

Marketing, Sales & Development

Job Title:

Sales Supervisor

Responsible to:

Box Office Manager

Responsible for:

Sales Advisors

Job Purpose:

- To oversee the day to day activities of the Sales Team and ensure that they consistently exceed our customers' expectations whilst maintaining a high standard of service.
- To help drive sales and revenue through effective coaching and mentoring of the sales advisors.
- To ensure adequate cover for the Box Office across the counter and phone lines by managing the rostering and allocation of staff.
- To be the primary liaison between Sales and internal administrative departments as well as our external producing partners.

Key Task Areas:

- To sell tickets, memberships and other related products to customers on the telephone and over the counter for Royal & Derngate, The Northampton Filmhouse and The Core at Corby.
- To manage the incoming of shows as required, working closely with colleagues in the Customer Services team, working evenings, weekends and off site as required.
- To complete daily opening and closing of the Box Office including reconciliation of takings, finance reporting, staff briefings and other administrative tasks.
- To monitor and respond to incoming customer comments, ensuring a high standard of service and customer satisfaction.
- To coordinate any complimentary ticket requests (i.e. VIP, Press and Competition tickets) with relevant departments.
- To act as an escalation point for Sales Advisors for any queries or customer complaints as necessary, helping resolve these in line with company procedures.
- To attend relevant meetings, take notes and relay/action points as appropriate.

Task Areas for all Supervisors:

- To deliver the highest level of service to all customers of Royal & Derngate and the Theatre at Corby Cube and ensure our Sales Team are meeting these standards.
- To ensure that Sales Advisors are fully briefed with new information on the full range of services offered so that they are able to be proactive in their interactions with customers .
- To develop high proficiency in the venue's ticketing software: producing reports, setting up shows and offers, accurately capturing and entering customer data, etc.
- To develop a detailed knowledge of the venues, productions and services that we offer in order to support the Sales Advisors and provide a high level of service to customers and

Northamptonshire Arts Management Trust

Job Description

- To ensure the Box Office displays a professional image at all times.
- To undergo relevant regular training and to deliver training as required to the sales team, as directed by the Box Office Manager or Sales & Revenue Manager.
- To wear any uniform, comply with any dress code and wear a name badge as required.
- To be a key-player in the Marketing, Sales and Development team, liaising closely with other departments.
- To be proactive in selling, up selling and cross selling as specified by the Box Office Manager or Sales & Revenue Manager.
- To cover for other supervisors and sales staff as and when required.
- To undertake any administration duties as required.
- To carry out any other tasks that will, from time to time, be allocated by the Box Office Manager on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.
- To adhere at all times to the procedures laid down in Northamptonshire Arts Management Financial Regulations.
- To promote and adhere to the organisation's culture and values.
- To be aware of, adhere to and implement any legislative requirements consistent with overall duties of this post with particular regard to Health and Safety policies and procedures, comply with all legal, Data Protection Act 1998 and Equal Opportunities.

It is a requirement of Northamptonshire Arts Management Trust that all colleagues work in a flexible manner compatible with their jobs and in line with the objectives of the company. This job description is a guide to the key duties and responsibilities and task for which the jobholder is accountable but due to the nature of the business, the specific responsibilities activities may vary and develop over time. Therefore the job description should be seen as indicative and not as a permanent, definitive and exhaustive statement.

Northamptonshire Arts Management Trust

Person Specification

Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Staff supervision • Use of IT systems, (Outlook, Word, Excel etc). • Use of Box Office Computer Systems (e.g. Databox, Pass). • Dealing with members of the public, preferably in a customer services environment. <p><u>Knowledge</u></p> <ul style="list-style-type: none"> • An understanding of how to exceed customer expectations. • An understanding of and commitment to live performance • GDPR • Health & Safety At Work Act 1974 • Basic understanding of Sales and Marketing principles. <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none"> • Excellent communication skills. • Leadership and motivational skills • Ability to organise and prioritise own work and that of team members • Ability to interact with a wide range of customers • Problem Solving • Excellent interpersonal skills • Excellent telephone manner, both in receiving and making calls • Cash handling, reconciling cash and banking skills • Attention to detail • Ability to work unsocial hours (evenings/weekends/Bank Holidays etc). • Ability to deal with difficult situations and work under pressure • Ability to convey information in a training environment. 	<p><u>Experience</u></p> <ul style="list-style-type: none"> • Use of Tessitura (Customer Relationship Management) system • Understanding of the box office systems as a marketing tool • Understanding of the use of the Internet as a marketing tool • Proactive telesales campaigning <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none"> • Able to drive with access to own vehicle

Northamptonshire Arts Management Trust

Terms & Conditions

Job Title	Sales Supervisor
Contract	Part-time - Permanent contract
Salary	£12,904.92 per annum paid monthly on 20th of each month
Hours of Work	23 hours per week.
Work Location	Royal & Derngate, 19-21 Guildhall Road, Northampton, Northamptonshire, NN1 1DP and The Core at Corby Cube, Corby, Northamptonshire, NN17 1QG.
Holidays	Holiday year April – March 143 hours per annum (including statutory holidays) - pro-rata in 1st year 152 hours per annum after 3 years continuous service 166 hours per annum after 5 years continuous service
Notice Period	4 weeks (once completed probationary period)
Subject to	Satisfactory References Probationary period – 6 months Compliance with Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016
Pension Scheme	Contributory staff pension, 5% employee and 3% employer. NAMT pension scheme is provided by NOW pensions. NAMT will contribute after 3 months service
Additional Benefits	Free Employee Assistance Programme run by Health Assured Complimentary tickets available on selected shows throughout the year. 10% discount at our bars and theatre shop.