

LAWRENCE BATLEY THEATRE HUDDERSFIELD



We're recruiting

Box Office and Duty Manager

Recruitment Information Pack

If you require a different format of this Recruitment Pack, please contact recruitment@thelbt.org or 01484 955502 for support.



Who we are

Lawrence Batley Theatre presents a wide-ranging year-round programme of in-house and visiting productions, from drama to comedy, contemporary dance to musical theatre, circus and pantomime.

We believe in the power of live performance to bring people together, spark imagination, and strengthen communities.

We bring world-class shows to audiences on their doorstep, champion outstanding home-grown talent, and provide a welcoming space for everyone in our community.

**Click here to find out
more about us.**

"We're a bit of a family here. Everybody is in it together. It is such a supportive group of people"

- Community Production Participant



About us

We are a mid-scale theatre within a beautiful Grade 2 listed building in the centre of Huddersfield. We have three performance spaces – the Main House seating 461 people, the Cellar Theatre with up to 120 seats and the Attic Theatre, with up to 60 seats; as well as a number of meeting and function rooms, gallery space and café bar. The Theatre is run by a team of approx. 90 full-time, part-time and casual staff and we are also incredibly proud and grateful to have an exceptionally loyal team of approx. 80 volunteers.

We entertain, encourage creativity, nurture confidence and develop talent. Our aim is to build a stronger sense of community here in Kirklees through the performing arts.

Our Values

- We make magic
- We are proud
- We are open and friendly
- We are brave
- We provide opportunities for all

“Lawrence Batley Theatre for me, is a magical space that sort of ignited my passion for the arts.”

- Theatre30 Participant

We're recruiting for...

Job title: Box Office and Duty Manager

Main purpose of the role:

Lawrence Batley Theatre needs a highly motivated and efficient Box Office and Duty Manager.

You will have a passion for delivering the best in customer service and be motivated to play a leading role in the Visitor Experience Department. You will contribute significantly to our frontline services, by managing and motivating a team of multiskilled staff to provide reception and box office counter and telephone service. You will be responsible for managing the box office system, Spektrix, liaising with Marketing and Programming departments to ensure timely and accurate administration of shows on sale and associated responsibilities.

The Box Office Manager and Duty Manager will work closely with the whole Visitor Experience Team to assist in the co-ordination and delivery of a high standard of customer service across all frontline areas. This is an operational role varied between Box Office Management and Duty Management for performances and room hires. Reporting to the Head of Visitor Experience you will be responsible for staff management, system maintenance and operations, and representing the theatre in exceeding customers' expectations.

The role is:

Responsible to: Head of Visitor Experience

Responsible for: Visitor Experience Assistants

Working relationships with: Visitor Experience Management Team, Marketing, Programming, Technical and Facilities Management and Venue Hire.

Responsibilities:

- Act as Duty Manager for performance shifts
- Ensure timely running of shows
- Liaise with companies over box office and Front Of House matters
- Deal with complaints and disruptive behaviour according to policy and guidelines
- Be prepared to refuse entry or reject personnel from auditorium/theatre if necessary
- Provide public address if required i.e. show stop
- Co-ordinate full emergency evacuations alongside Duty Technician
- Take responsibility for lock-up and security of the building
- Take responsibility for the general appearance and safety of public areas.
- Collaborate on room set-up requirements
- Report for Facilities Management any maintenance issues

- Complete incident and accident forms accurately and feedback action taken/required
- Support the aims and objectives of the Disability Discrimination Act 1995 and be pro-active in addressing Access needs
- Support the aims and objectives of the Licensing Act 2003
- Support policies on safeguarding vulnerable adults and children in the theatre
- Support the maximising of revenue through the efficient and proactive sale of tickets, donations and additional products
- Pro-actively manage group bookings made through box office
- Ensure timely resolution of customer enquiries, complaints and feedback ensuring that the highest levels of customer service and satisfaction are maintained
- Operate the back-office administration of the ticketing system, seating plans and ticketing inventory
- Liaise with the Marketing Team to meet on-sale deadlines, set up promotions, discounts and scheduled reports.
- Liaise with the Head of Development to support fundraising objectives for the organisation
- Liaise with ticket agents and promoters as necessary
- Undertake regular housekeeping to ensure Box Office records are complete, clean and up to date
- Relay all relevant show and seating information to Duty Managers and Duty Technicians.
- Work with the wider Visitor Experience team to recruit and train staff as necessary
- Motivate and develop Visitor Experience Assistant's to deliver the highest level of box office and customer service
- Rota contracted and casual staff to make sure the Box Office is adequately staffed in conjunction with other V.E. areas in service
- Act as first aider

Personal attributes:

Essential

- Experience working on a CRM system
- Excellent communication skills
- Able to prioritise own workload and work to conflicting deadlines
- Have line management experience and an ability to motivate others
- Ability to work varied shifts when required, including weekends, evenings and Bank Holidays

Desirable

- Experience working on Spektrix or a similar system
- Experience within an events and hospitality setting, including working knowledge of box office, bars and front-of-house operations, or proven specific experience of two of the above
- Personal license holder
- A proven track record of managing budgets
- First aid trained

Terms & Conditions

The agreement is an independent freelance contract.

Salary: £25,968.95 per annum

Hours: An average of 37.5 hours per week on annualised hours. We are also open to applications from individuals who may require different working patterns ie. part time for the right person.

Hours will be flexible as evening and weekend work will be required. No overtime is payable but time off in lieu may be taken with agreement of line manager.

Holidays: Pro-rata annual holiday entitlement is 20 days per year plus bank holiday entitlement. This increases to 25 days per year after the first year's service and to 30 days after five years continuous service.

Notice period: Two months

Standard terms and conditions of the Lawrence Batley Theatre apply.

To apply please send a completed application form to recruitment@thelbt.org

Please contact us directly if you want to discuss submitting your application in an alternative format.

Deadline for application is midday on Tuesday 6 October.

Interviews will take place on Tuesday 13 October,

Recruitment procedure & guidance

The Lawrence Batley Theatre's success is down to the passionate and creative people who make up our team.

All we ask is that those who want to join us are passionate about what we do, dedicated to local theatre and have an open mind.

These guidelines set out our approach to recruitment to give all potential applicants clarity about the standards and practices that are applied in our recruitment and selection processes.

Job Description

The job description contains information about the main purpose of the role, covering as comprehensively as possible the responsibilities of the post holder and what skills are required in the performance of their duties.

Essential and desirable attributes

This section of the recruitment pack lists the criteria that are required for someone to be able to perform the role to the required standards. The criteria are used in the shortlisting process and will inform the basis of the tasks/questions asked at interview.

Equal Opportunities

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates. Recognising that the theatre sector, including ourselves, has a great deal of work to do to become truly equal we issue an Equality Monitoring form to everyone who applies to us. This form is anonymous and the information it contains is not considered as part of the selection process, however, after every round of recruitment we use the monitoring information we collect to understand who is and is not applying to our theatre – which allows us to identify areas in which our workforce is not representative of our community and developing ways of improving representation off the back of this.

Advertising vacancies

All of our vacancies will be advertised for a minimum of one month where practically possible. As standard posts will be advertised on our website, social media and Arts Jobs. On some occasions vacancies will be advertised on jobs boards such as Guardian Jobs, Arts Professional and Arts Marketing Association.

Application process

For most of our vacancies we ask candidates to complete an application form, responding to the job specification, to be considered for the role but in some circumstances, we may hold open recruitment days for certain posts.

Shortlisting

Once a vacancy has reached the closing date no further applications will be accepted. Before being reviewed we anonymise applications. Applications are then reviewed by a team of at least two members of staff/Board members with direct knowledge of experience and skills relevant to the role being applied for. They will shortlist based candidates based on the Job Description and application.

As soon as a decision has been made, we will contact shortlisted applicants to arrange interviews. Normally you would expect to hear from us within one to two weeks of the closing date if you have been selected for interview. If you do not hear from us within two weeks you have not been successful on this occasion.

Interviews

The interview is an opportunity for us to get to know you and to better understand your skills, experience, knowledge and abilities. Interviews are conducted by the same two of three people who shortlisted applications and will include the line manager of the post being advertised. One of the team will act as Chair which means they are responsible for ensuring interviews are conducted professionally, fairly and in line with our Recruitment Procedure. The Chair also ensures that each panel member has an opportunity to give feedback on candidates in relation to the selection criteria and that those criteria and not other factors are the basis for the panel's decision making. The Chair is also responsible for ensuring interview notes are completed for every candidate to help us record the panel's decision but also to enable us to provide feedback for all Interviewees so that you can understand the outcome of the interview.



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