

LANDMARK ARTS CENTRE

BOX OFFICE SUPERVISOR

Job title: Box Office Supervisor

Reports to: (TBC)

Hours: Part time approx. 7.5hrs per week, flexible hours including weekdays, evenings and weekends

Pay: £14 ph

Start: Immediate start available

Location: Landmark Arts Centre, Teddington

Role summary

The Box Office Supervisor oversees day to day ticketing and visitor services at a vibrant and fast growing arts centre welcoming up to 50,000 visitors a year. You will brief the team, keep ticketing information accurate and ensure a smooth and consistent experience for visitors. The role acts as an essential bridge between the core staff team and the box office and front of house team. It also includes training as a Duty Manager and taking occasional duty shifts to maintain direct insight into event delivery.

Main duties

- Brief the Box Office team in person and via email
- Set up and maintain events in the ticketing system and on the website to ensure accuracy
- Handle enquiries in person, by phone and by email
- Cash handling, reconciliation and banking
- Create the rota in liaison with the Operations Manager and with the Volunteer Coordinator
- Take occasional Duty Manager shifts after training
- Ensure visitor information, signage and materials are tidy and current
- Deliver staff training for basic Box Office skills, and coordinate external team training.
- Pass on updates from Marketing, Operations, Fundraising and Safeguarding

Essential

- Experience in a customer facing role
- Clear communication skills
- Good organisational skills and accuracy
- Comfortable using digital systems and willing to learn ticketing software

- Calm under pressure
- A good standard of spoken English
- Ability to work evenings and weekends
- Able to pass an enhanced DBS check

Desirable

- Experience in a cultural venue
- Familiarity with CRM or ticketing systems
- Experience supervising staff or volunteers