

Box Office Manager (Maternity Cover)

Information for Candidates

1. Background Information

One of the finest orchestras on the international stage, the London Philharmonic Orchestra balances a long and distinguished history with its reputation as one of the UK's most forward-looking ensembles. As well as its concert performances, the Orchestra also records film soundtracks, releases CDs and downloads on its own label, and reaches thousands of people every year through activities for families, schools and local communities.

The London Philharmonic Orchestra was founded by Sir Thomas Beecham in 1932, and has since been headed by many great conductors including Sir Adrian Boult, Bernard Haitink, Sir Georg Solti, Klaus Tennstedt and Kurt Masur. In 2017 Vladimir Jurowski celebrated his tenth anniversary as the Orchestra's Principal Conductor. Edward Gardner is currently Principal Conductor Designate, and will take up the position when Jurowski's tenure concludes in September 2021.

The London Philharmonic Orchestra has performed at Southbank Centre's Royal Festival Hall since it opened in 1951, becoming Resident Orchestra in 1992. As well as its London home, it also has flourishing residencies in Brighton, Eastbourne and Saffron Walden, and each summer plays for Glyndebourne Festival Opera, where it has been Resident Symphony Orchestra for over 50 years. The Orchestra also tours internationally, performing to sell-out audiences worldwide.

The London Philharmonic Orchestra broadcasts regularly on television and radio. It also works with the Hollywood and UK film industries, recording soundtracks for blockbusters including the Oscar-winning score for *The Lord of the Rings* trilogy. In 2005 it established its own record label, which now numbers over 100 releases all available on CD and to stream or download.

In summer 2012 the London Philharmonic Orchestra performed as part of The Queen's Diamond Jubilee Pageant on the River Thames, and was also chosen to record all the world's national anthems for the London 2012 Olympics. In 2013 it was the winner of the RPS Music Award for Ensemble.

The Orchestra's dynamic Education & Community programme provides first musical experiences to children and families; offers creative projects and professional development opportunities for schools and teachers; inspires talented teenage instrumentalists to progress their skills; and develops the next generation of professional musicians.

The Orchestra's work at the forefront of digital technology has enabled it to reach millions of people worldwide: all its recordings are available to download and stream and, as well as a YouTube channel and podcast series, the Orchestra has a lively presence on social media.

The Orchestra is part of the Southbank Centre's Tessitura ticketing consortium, and sells tickets alongside the Southbank Centre for its concerts in London

2. The Role

Reports to: Marketing Director

Works with: Marketing Manager, Marketing Co-ordinator, Marketing Assistant, Publications Manager, Digital Creative, Website & Systems Manager, Development team

Location: London Philharmonic Orchestra, 89 Albert Embankment, London, SE1 7TP

Hours: 9:30am – 5:30pm, Monday – Friday, plus concerts and events as necessary (evenings and some weekends)

3. Principal Responsibilities

The postholder will oversee the smooth running of the LPO's ticketing operation (Tessitura), and be the first port of call for all ticketing and sales-related enquiries. S/he is responsible for selling tickets and processing bookings for LPO concerts and events, handling ticketing income and administering the Box Office system. As the Tessitura lead, the postholder will keep abreast of the latest developments and functionality of the system to ensure that all LPO departments LPO makes the most of its capabilities. He/she will also seek to maximise opportunities for improving the customer experience through all channels.

4. Main tasks

- Ensure the smooth running of the LPO's ticketing operation
- Main point of contact for telephone bookings (with help from other allocated Marketing staff), returns/exchanges, group bookings, customer comments, complaints, and general feedback
- Ticket administration of the LPO's *BrightSparks* Schools Concert series
- Liaise with LPO staff and players, artists, agents, Tessitura consortium members, venue box offices on ticket-related requests and activity
- Set up events/merchandise on Tessitura according with appropriate seating/pricing plans according to marketing department deadlines
- Set up all ticket offers and discounts on Tessitura
- Prepare reports or provide data analysis as requested by Marketing colleagues or other members of staff, and advise on appropriate reports when required
- Extract data as requested for marketing mailings and ebulletins
- Closely monitor seat holds across departments to ensure that ticket income can be maximised
- Monitor stock levels of box office supplies e.g. ticket stock, and maintenance of ticket printers as required
- Working alongside the Marketing Director, identify and act upon opportunities for dynamic pricing to maximise yield
- Work with Finance Department to ensure accurate financial reconciliation
- Work with Development Department staff to help them maximise the fundraising capabilities of Tessitura
- Act as main point of contact with Southbank Centre/Tessitura for all system maintenance, upgrades, and troubleshooting queries
- Keep abreast of frequently changing data protection regulations and ensure that with all Tessitura-related activity and processes, we maintain best practice and remain compliant
- Lead by example by demonstrating excellent customer service skills
- Train new team members on Tessitura and general box office procedures and policies, with customer service standards being a priority.
- Develop and maintain documentation and training material on Box Office policies and procedures
- Attend monthly Tessitura consortium meetings, follow up on opportunities identified, and feedback to colleagues as necessary
- Identify potential areas for development within Tessitura (both ticketing and fundraising), and lead on the presentation and follow up of these opportunities with relevant colleagues
- Attend London Philharmonic Orchestra concerts at London's Southbank Centre / other venues on a rota basis to staff the Orchestra's ticket desk

5. Person Specification

Essential

- Significant experience of Tessitura CRM software, including ticketing and event setup (appropriate Tessitura training can be offered if required)
- Strong organisational skills
- Ability to work both independently and within a busy Marketing Department, and to manage, train and motivate other colleagues
- Ability to use initiative to identify opportunities for maximising ticket revenue
- Excellent communication skills, including public-facing
- Strong conflict resolution skills
- Ability to multi-task and to remain calm in pressurised situations
- Proactive nature and drive to continually maximise the potential of Tessitura as a ticketing, fundraising and CRM system
- Accuracy and attention to detail
- Strong numeracy skills
- Flexibility in relation to working hours to accommodate some evening work
- Ability to work with internal and external colleagues in a professional manner

Desirable

- Passion for classical music
- Understanding of Data Protection and PCI regulations

6. Terms

The salary for this position will be commensurate with experience. The successful candidate will also receive a pension contribution equivalent to 6% of their salary. They will be entitled to 20 days annual leave per annum. The package also includes two tickets for all London concert programmes and four seats for Glyndebourne dress rehearsals.

This is a Maternity cover position, and has a fixed-term for 12 months or the return of the post holder, whichever is the earlier. The post will have a three month probationary period after which one months notice will be given.

7. How to Apply

Please visit the jobs page of the LPO website (<http://www.lpo.org.uk/contact/careers.html>) where you will be asked to complete a short form before uploading your CV and covering letter. If you are unable to apply online please contact David Burke, General Manager and Finance Director, on **020 7840 4221** or david.burke@lpo.org.uk for further information.

CVs should include:

- Relevant achievements and experience, and educational and professional qualifications
- Details of your notice period and names of two referees, together with a brief statement of the capacity in which they have known you, along with an indication of when in the application process they may be contacted (please note that we will not contact your referees without your express permission)
- An indication of your current salary
- Contact details including day and evening telephone/mobile numbers

The covering letter should summarise your interest in this post, providing evidence of your ability to match the criteria outlined in the Person Specification

Application Process

We are working to achieve diversity and welcome applications from all sections of the community. Successful applicants will be contacted and invited for interview at the London Philharmonic Orchestra offices at a mutually agreeable time.

The closing date for applications is 10am on Monday 3 February 2020.