

London Orchestra

Box Office Manager (Maternity Cover) Information for Candidates

1. Background Information

Recognised today as one of the finest orchestras on the international stage, the London Philharmonic Orchestra balances a long and distinguished history with a 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 on its own record label, and enhances the lives of thousands of people every year through activities for families, schools and local communities.

The Orchestra is resident at Southbank Centre's Royal Festival Hall in London, where it gives around 40 concerts each season. Recent successes include winning the 2014 PRS Award in the Ensemble category; the highly acclaimed year-long The Rest Is Noise festival, which charted the influential works of the 20th century; and the largest single exploration ever by a symphony orchestra of Rachmaninoff's works in 2014/15. Highlights of the current season include a focus on Stravinsky and appearances by today's most sought-after artists including Vladimir Jurowski, Andrés Orozco-Estrada, Diana Damrau, Matthias Goerne, Anne-Sophie Mutter, Sir Antonio Pappano, Vasily Petrenko and Daniil Trifonov.

The London Philharmonic Orchestra has recorded many blockbuster film scores, from *The Lord of the Rings* trilogy to *Lawrence of Arabia*. It also broadcasts regularly on television and radio. The LPO recording label has over 80 titles, and regularly achieves critical accolades. Its work at the forefront of digital engagement and social media has enabled the Orchestra to reach even more people worldwide, with over 1,300,000 tracks downloaded or streamed each month. The Orchestra also has a YouTube channel and regular podcast series, and a lively presence on Facebook, Instagram and Twitter, where it has over 130,000 followers.

The Orchestra gives 30-40 international performances each year, performing to sell-out audiences worldwide. In 1956 it became the first British orchestra to appear in Soviet Russia and in 1973 made the first ever visit to China by a Western orchestra. Touring continues to form a significant part of the Orchestra's schedule. Future tours include visits to China, Germany, the USA and Japan. Every summer, the Orchestra takes up its annual residency at Glyndebourne Festival Opera, where it has been Resident Symphony Orchestra for over 50 years. In addition the Orchestra has flourishing residencies in Brighton and Eastbourne and performs regularly around the UK.

The London Philharmonic Orchestra is committed to inspiring the next generation through its rich programme of community and school-based activity in Royal Greenwich, Lambeth, Lewisham and Southwark. This reaches over 30,000 people a year, with projects ranging from schemes supporting young professionals to curriculum-based schools projects and concerts, work with vulnerable adults, and creative projects for young people.

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 post holder 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 post holder 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. S/he 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 e-bulletins
- 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 Manager, 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
- Work with Education Department to successfully transition their database into 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
- Strong organisational skills
- Ability to work both independently and within a busy Marketing Department, and to manage, train and motivate other colleagues
- 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 £27,000-£28,000pa. 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 is 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 month's 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:

- details of relevant achievements and experience as well as 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 9.00am on Monday 25th September. Interviews will be held the week commencing 2nd October.