



CITY VARIETIES
MUSIC HALL · LEEDS

the
GRAND
Theatre & Opera House Leeds



Sales and Ticketing Supervisor

Purpose of Job

Our Box Office team operates across Leeds Grand Theatre and City Varieties Music Hall and provides support to Hyde Park Picture House when needed. They manage ticket sales and enquiries through all channels - in person, by phone, and online.

As Sales and Ticketing Supervisor, you'll lead the team to deliver a seamless customer experience from the outset. You'll play a key role in upholding high standards of service, supporting Ticketing Assistants, and overseeing daily operations across our venues. Responsibilities include preparing company reports, resolving queries during shifts, and escalating issues to the Assistant Sales and Ticketing Manager when required.

Principal Accountabilities

To be responsible for leadership of the team, to ensure courteous and efficient customer service.

To always ensure excellent levels of customer service to all visitors and to make sure our Box Office delivers a friendly, effective, and efficient service.

Selling tickets and dealing with customer queries over the phone, in person or via email.

To support the Assistant Sales and Ticketing Manager in delivering training on shifts

Be a key point of contact for Visiting Companies, setting up reports and managing allocations as directed by the Assistant Sales and Ticketing Manager

Nature and Scope of Role

Making sure that the ticket batch is run daily, and reservations are chased.

Responsible for the floats to be correct and put away at the end of the shift.

To lead the team on shift and dealing with any issues or problems that arise.

Making sure that we have brochures and leaflets in the Box Office and replenishing when any gaps appear.

Meeting and greeting the company manager alongside the Assistant Sales and Ticketing Manager.

Allocating the Secret Seats and Company Seats.

Any other duties commensurate with the post.

Key Relationships

Internal

Box Office

House Management

Communications Department

External

Visiting Companies

Spektrix

Person Specification

Essential

Excellent written and verbal communication skills, and the ability to communicate information accurately and concisely.

Working knowledge of Word, Excel and Outlook

An ability to cope under pressure and handling difficult situations whilst remaining calm.

Excellent customer service skills and experience.

Excellent administrative and organisational skills, demonstrating accuracy and attention to detail.

Ability to adapt to changing situations and take initiative when required to ensure excellent customer service.

Experience of leading a Team.

Desirable

An interest in the arts and culture.

Good knowledge of GDPR and PCI responsibility.

Experience of using Spektrix, our ticketing system or something similar.

Willingness to be flexible in duties.

Permanent Contract

Responsible to: Assistant Sales and Ticketing Manager

Salary: £13.52/hr

Holiday Entitlement: 20 days pa plus bank holidays

Benefits:

Generous average salary pension scheme

Regular staff offers and discounts for our own venues and local businesses

Free to use Employee Assistance Programme that supports your health and wellbeing

Personnel investment and training

Notice Period: One month

Hours: 30 Hours per week over five days Monday-Saturdays with one day off during the week,
(combination of evening 2.15pm-8.15pm and morning shifts 9.30-3.30)