**JOB DESCRIPTION**

**JOB DETAILS**

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| **Post Title**: | Box Office Coordinator | **Job Ref:** | ORNC – VE&RTL |
| **Area:** | Visitor Experience | **Location:** | Greenwich,  London, SE10 |
| **Salary:** | £23,000 - £25,000 | **Status:** | Full time |
| **Hours:** | Up to full time depending on the post-holder. Working days and hours flexible. | **Annual Leave:** | 25 days, pro-rata,  (where applicable) exclusive of Bank Holidays |
| **Reports to:** | Head of Visitor Experience & Commercial | | |
| **Staff Management:** | None | | |
| **Relationships:** | * Visitor Experience Team * Learning Team * Volunteer Manager * Finance Team * Buying & Merchandising Coordinator * Travel Trade Executive * Commercial Events Officer * IT & Compliance Manager * CH&Co catering partners * TravelBeat Travel Trade Consultants | | |
| **Role Purpose**: | **Main Purpose:**  This role is responsible for coordinating the ticketing operations for the Old Royal Naval College. The Box Office Coordinator owns the management of our ticketing system, works closely with other members of the Visitor Experience Team to ensure all of our ticket holders and customers receive an excellent experience through all of their interactions with us, and is responsible for making sure all events, ticket packages, and new products are set up in a timely and efficient manner.  Delivering exceptional experiences as an extraordinary cultural destination is at the heart of everything we do at the Old Royal Naval College. As an attraction that hosts large and small-scale commercial, education and community events, alongside an award-winning visitor offer and travel trade programme, this role works with a wide range of stakeholders, both internal and external, to ensure our booking journeys online and onsite are smooth and effective to deliver on our ambitious income targets. | | |

**RESPONSIBILITIES**

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| **A. PARTICULAR TO THIS POST** |

* 1. **Box Office**
     1. Be the first point of contact for any group enquiries, or other complex ticket bookings via phone, email, or in person
     2. Answer enquiries from potential and existing ticket customers, and ensure all communication is conducted in a timely and positive manner
     3. Train staff in ticketing systems and processing, including drafting and issuing help documents and training manuals and conducting in-person training
     4. Liaise with Visitor Experience Staff, software suppliers, and the IT & Compliance Manager to troubleshoot issues with the ticketing system and ensure issues are resolved promptly
     5. Make and amend bookings in our ticketing system
     6. Be the main point of contact for third-party agencies and OTA partners regarding the selling of tickets, existing bookings, and special offers
     7. To coordinate the VEAs to ensure smooth ticket selling processes are achieved across the site.
     8. Work closely with our Travel Trade Executive to facilitate travel trade offers and enquiries
     9. Generate and analyse bookings and sales reports for events and general ticket sales. Liaise with the Visitor Experience, Marketing, and Commercial Partnerships teams to respond to this data and make relevant changes.
  2. **Coordination**
     1. Set up new events, discounts, and ticket types in the ticketing system, and ensure all staff are kept up to date with new offers and products
     2. Liaise with the Visitor Experience Manager, Volunteer Manager, and our onsite catering partner to coordinate tour guides and catering options to fulfil booking requirements
     3. Liaise with the Visitor Experience Administrator and Volunteer Manager to coordinate tour guides and group booking requirements.
     4. Ensure ticketing terms and conditions are kept up to date, and adhered to at all times
     5. Work closely with the Head of Visitor Experience & Commercial and the Head of Marketing to ensure staff are aware of new promotions, discounts, events, and ticket types so that they are able to communicate this information to visitors.
     6. Coordinate group visits, education bookings, special events, and our day-to-day visitor offer to ensure spaces do not exceed capacity and all bookings are adequately resourced
     7. Liaise with events and Visitor Experience teams to ensure access requirements are met for all events and products on sale.
     8. Keep accurate financial records and reconciliation of bookings and trade redemptions and work closely with the Finance Team to ensure we receive payment for bookings in a timely manner.
  3. **Ticketing Systems**
     1. Optimise the way products are sold across our online and EPOS platforms, ensuring a smooth booking journey for customers and staff.
     2. Ensure upselling and cross-selling opportunities are maximised across our booking platforms.
     3. Ensure all products are set-up in a timely manner to allow for testing and review from relevant stakeholders before going live.
  4. **Personal Development and Training**
     1. Remain up to date in knowledge of visitor offer, retail products, events, and other organisational operations by:

1. Attending team meetings and actively participating in discussions
2. Actively participating in individual discussions with your line manager
3. Attending staff and volunteer briefings
   * 1. Maintain a good level of knowledge of the content and interpretation in the Visitor Centre, and a good level of knowledge about the history of the Old Royal Naval College, the World Heritage Site, and Greenwich, in order to provide visitors with this information when required.
     2. Stay abreast of industry trends and best practise in ticketing operations to ensure we maintain a high-level of service and performance.
     3. Actively engage in development discussions with the Head of Visitor Experience & Commercial and seek professional development opportunities in line with agreed goals.
   1. **Other duties** 
      1. Support the ambitions of the Old Royal Naval College by achieving targets and KPIs, and by actively engaging with fundraising campaigns.
      2. Take care of your personal health and safety and that of others and report any health and safety concerns. Ensure proactive compliance with ORNC H&S Policies, including risk assessments as required and implementing safe systems of work.
      3. Any other duties as reasonably requested by the Line Manager

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| **B. ALL EMPLOYEES** |

**1. Leadership**

Work with colleagues to strengthen the Foundation’s capability, culture and resources so that we can collectively deliver our vision and mission with confidence.

1.1 Support collective leadership, knowledge sharing and relationship building across the Foundation.

1.2 Act in accordance with the Foundation’s current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of professionalism. For example, Data Protection, Employment Law, Equality, Diversity and Inclusion, Safeguarding, Health and Safety.

1.3 Undertake any other duties as appropriate that are commensurate with the post as may be determined from time to time by the Line Manager, or above. It should be understood that this job description may change as the Foundation develops following discussion and agreement with the post holder. The post holder will have full opportunity to discuss and be active in changes or developments.

**2. Values**

Set an example for all colleagues by embodying and exemplifying our values in all your work:

Bold | Imaginative | Embracing | Resourceful.

2.1 Observe high levels of professionalism and treat stakeholders and colleagues with courtesy, respect and dignity, always.

2.2 Work co-operatively with colleagues, including providing cover during absence as may be requested by your Line Manager or other colleague as delegated.

2.3 Actively participate as an employee of the Foundation including being available for staff and other meetings as required.

2.4 Avoid any action or behaviour which may conflict in any way with the Foundation’s values or which may bring our organisation into disrepute.

**3. Self-development**

Ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means.

3.1 Develop and maintain the range of skills appropriate to the post and to keep up-to-date with good practice, publications and issues relating to your area of work or the Foundation as a whole.

3.2 Attend appropriate training (workshops, courses / conferences and other appropriate events), as agreed with your Line Manager or above.

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| Name: …………………………………………………………………………………………  Signed: …..…………………………………………..…………………. Dated: ………  ***Employee***  Name: …………………………………………………………………………………………  Signed: …….………………………………………………….………… Dated: ………  ***Head of HR – People & Talent***  ***(On behalf of the Chief Executive, The Greenwich Foundation for the Old Royal Naval College)*** |

**PERSON SPECIFICATION**

**Box Office Coordinator**

The Greenwich Foundation for the Old Royal Naval College is committed to making appointments on merit by fair and open processes, taking account of equality, diversity inclusion.

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|  | **Essential** | **Desirable** |
| **Experience, Skills and Knowledge** |  |  |
| Experience in a box office, ticketing, or ticketing support role in a museum, theatre, or other ticketed visitor attraction |  | ü |
| Knowledge of ticketing platforms and bookings processes |  | ü |
| Excellent written and spoken communication skills | ü |  |
| Excellent customer service skills, and ability to communicate clearly, effectively, and positively over phone, email and in-person. | ü |  |
| Ability to learn software systems and processes quickly | ü |  |
| An understanding of the travel trade industry as it applies to attractions, and how travel trade products work |  | ü |
| Determined and results-focussed, with a track record of  achieving targets. | ü |  |
| Excellent relationship management skills | ü |  |
| Ability to analyse data and draw conclusions to inform future activity |  | ü |
| An interest in tourism, history, architecture, art, or visitor  experience. |  | ü |
| **Personal Qualities** |  |  |
| To demonstrate commitment to the Foundation’s values. | ü |  |
| A commitment to and demonstration of good professionalism. | ü |  |
| A transparent way of working. | ü |  |
| Highly motivated and proactive, with excellent interpersonal skills. | ü |  |
| Excellent written and oral communication skills. | ü |  |
| Able to maintain productive working relationships with external and internal contacts and providers. | ü |  |
| Ability to work autonomously with limited support. | ü |  |
| A logical thinker with strong problem solving skills. | ü |  |
| Ability to reach decisions and judgments based upon balanced assessment of the technical, business and human factors involved. | ü |  |
| Accurate with strong attention to detail. | ü |  |
| Calm under pressure, flexible, friendly and helpful. | ü |  |
| Discreet with an understanding of the need to maintain confidentiality. | ü |  |
| Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post. | ü |  |
| Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined. | ü |  |

The organisation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.

**Our Values**

**Bold | Imaginative | Embracing | Resourceful**

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| **BOLD** | We’re proud of what we have and confident to shout about it. We’re adventurous with our offer and we lead our partners for everyone’s benefit |
| **IMAGINATIVE** | We make inventive use of our resources to realise our potential |
| **EMBRACING** | We’re warm and approachable, welcoming diverse people and ideas, and creating a positive, nurturing environment |
| **RESOURCEFUL** | We’re flexible in our approach, resilient and responsive to new opportunities |

**Supplementary Information**

**About the Old Royal Naval College**

The Old Royal Naval College was established in 1997 as a charity to conserve the magnificent Baroque buildings and grounds for present and future generations and to provide opportunities for wide and diverse audiences to enjoy and share its significance.

The site is of recognised significance locally, nationally and internationally due to the nature of its architecture, above and below ground, and its position within the UNESCO Maritime Greenwich World Heritage Site. The site is an intrinsic part of the townscape for local people and operates as a significant tourist destination; 1.2 million people visit the site each year.

Our ambition is to become an extraordinary cultural destination which inspires local pride and world-wide acclaim – a place which creates rich and memorable cultural experiences. We inspire and engage the public in heritage and creativity. We conserve and protect the Old Royal Naval College for the nation.

Our strategic objectives are to create and encourage:

* **Exploration**: engage visitors via a site-wide historic, architectural and spiritual experience.
* **Spectacle**: inspire the public via a stimulating artistic programme.
* **Stewardship**: conserve the fabric of our buildings, grounds and archaeology.
* **Independence**: grow a cultural business which secures our sustainable future.

The Old Royal Naval College comprises a number of heritage attractions and conference / event venues, namely: The Painted Hall, The Chapel of St Peter & St Paul, Visitor Centre (Pepys Building), learning spaces including the Clore and the Mews schools’ room, Admiral’s House, Skittle Alley & Ripley Tunnel, and Queen Mary Undercroft. The grounds and visitor routes including points of interest / photo opportunities.

**What We Do**

We are a heritage attraction, a place of worship, learning space, retailer, concert venue, film set, picnic venue, entertainment space, conference venue, wedding venue, exhibition space, performance space, and we have a pub / bar / restaurant. Our offer covers the daytime and night time economy. Our engagement programme ensures that visitors enjoy and have memorable experiences here and includes tours, talks, ‘Late’ events, recitals, concerts, family activities, debates, festivals and markets. We are a space for local people, students of the University of Greenwich and Trinity Laban, and tourists from the UK and worldwide. Everything we do is guided by our values bold, imaginative, embracing and resourceful.

For a general overview of the work of the Foundation, please visit our website at: [www.ornc.org](http://www.ornc.org)