

# BAND ON THE WALL



December 2021

Dear Applicant,

Thank you for your interest in the position of **Box Office and Ticketing Manager** at Band on the Wall.

This application pack includes:

- Job Description
- Person Specification
- Guidance for applicants
- Application Form
- Equal Opportunities Monitoring Form

The closing date for receipt of completed applications is **9:00am on Monday 10<sup>th</sup> January 2022**. We regret that applications received after that time cannot be considered.

Please submit your application as a single attachment by email to: **hr@bandonthewall.org**

Please note that we cannot accept CVs for this post.

Shortlisted candidates will be contacted by email by **5.00pm Wednesday 13<sup>th</sup> January 2022**. If you haven't heard from us by then, please assume your application was not successful this time.

Due to an expected high volume of applications we regret that we are unable to contact unsuccessful applicants personally. Interviews will be **w/c 17<sup>th</sup> January 2022**.

We hope that this pack will help with any questions you might have about the application process. However, if you have any further queries, please email **hr@bandonthewall.org**.

We look forward to receiving your application and thank you for your interest in Band on the Wall.

Best wishes,

Simon Webbon  
**Head of Marketing and Communications**  
**Inner City Music Limited**

<b>A</b>	<b>JOB TITLE:</b>	<b>Box Office and Ticketing Manager</b>
<b>B</b>	<b>RESPONSIBLE TO:</b>	<b>Head of Marketing and Communications</b>
<b>C</b>	<b>RESPONSIBLE FOR:</b>	<ul style="list-style-type: none"> <li>• Putting events on sale, managing ticket agency allocations and dynamically adjusting prices to maximise revenue from ticket sales.</li> <li>• Producing sales statements and show settlements, and inputting show finances on event management database</li> <li>• Managing event close-offs before every event, collating customer information for front of house and show reps.</li> <li>• Producing twice-weekly sales reports for all shows, including collating sales from ticket agencies, external venues and promoters</li> <li>• Maintaining box office systems including venue ticketing terminal, box office tills and other equipment</li> <li>• Training staff on how to operate box office systems, including selling tickets and operating box office tills</li> <li>• Line management of box office staff</li> <li>• Producing and managing box office staff rota</li> </ul>
<b>D</b>	<b>KEY RELATIONSHIPS: (Internal)</b>	Head of Marketing and Communications, Head of Programming, Finance Officer, Venue Manager, front of house staff
<b>E</b>	<b>KEY RELATIONSHIPS: (External)</b>	Artist representatives, ticket agencies, venues, promoters, education partners
<b>F</b>	<b>SALARY:</b>	£21,500 PA
<b>G</b>	<b>HOURS:</b>	Full time - 40 hours per week, including some evenings and weekends
<b>H</b>	<b>HOLIDAY ENTITLEMENT:</b>	20 working days plus public holidays (pro-rata)
<b>I</b>	<b>PERIOD OF CONTRACT:</b>	Full time, permanent
<b>J</b>	<b>NOTICE PERIOD:</b>	One month during probationary period, four weeks' notice up to four years of continuous employment; and thereafter one week's additional notice for each year of service up to a maximum of 12 weeks' notice for both employee and employer.

## Summary

The Box Office and Ticketing Manager is vital to the function of the organisation and is fundamental to the smooth execution of events at the venue and externally. The role requires managing a dynamic ticketing strategy across multiple events, ticket agents and price levels, and managing a team of front of house venue box office staff. The Box Office and Ticketing Manager is also responsible for reporting ticket sales to internal management at Band on the Wall and artists. The role is primarily office hours but will involve some weekend and evening hours for collating close-offs for weekend and late night events, and undertaking some box office shifts.

The Box Office and Ticketing Manager is responsible for producing and managing the box office rota, and line management of box office staff.

The Box Office and Ticketing Manager is responsible for keeping the box office ticketing equipment, including ticket sales terminal and box office tills, up-to-date and functional, and training staff on how to use the systems.

The role would suit those with an understanding of the workings of ticketing agencies and event promotion economics, and with prior experience in a venue box office environment.

### **Key Tasks**

- Producing sales statements and show settlements
- Putting events on sale
- Managing consignments with multiple ticket agents
- Management of dynamic ticket prices in consultation with the Head of Marketing and Communications and Head of Programming
- Producing twice-weekly sales reports across internal and external events, and reporting sales to artists, promoters and external venues
- Monitoring ticket sales across ticket agents and moving ticket consignments accordingly for all shows
- Managing and collating event close-offs, including for weekend and late night events
- Managing box office staff and rotas
- Devising and maintaining box office standard operating procedures
- On-the-night box office duties when needed

### **Person Specification and Criteria**

The ideal candidate will be a personable self-starter with a keen eye for detail and an enthusiasm for live music and ticketing systems.

#### **Essential**

- Proficiency in Microsoft Office suite, particularly Excel
- Experience of working with live music ticketing agencies and platforms in a venue or promoter environment
- Ability to maintain an excellent attention to detail on large quantities of numbers, platforms and documents
- A knowledge of live music and events economics
- A positive and personable demeanour required of the customer-facing element of the role
- The capacity to undertake the necessary flexible working hours required of the role
- Front of house box office experience in a live music environment

**Desirable**

- A passion for live music
- Experience in working in a high pressure, fast paced environment
- Experience working in a finance position in the events or live music sector

**Band on the Wall is founded on the principles of equity, equality, diversity and inclusivity.** All job applications will be given equal consideration and we particularly welcome applications from black and minority ethnic and LGBTQ+ candidates, and those with disabilities, as these groups are underrepresented in our sector.

**Band on the Wall is a Disability Confident Committed Employer.**

If you are disabled and your application meets the minimum criteria for the post, we guarantee you an interview.

**Deadline for applications: Monday 10<sup>th</sup> January. Interviews: w/c 17<sup>th</sup> January.**

**GUIDANCE NOTES FOR APPLICANTS**

These notes are intended to help you to participate in the selection process as effectively as possible by providing us with all the information needed to demonstrate how you meet the requirements of the job. Please read these notes carefully before completing your application form. If you have any difficulty in completing the form or there is anything we can do to assist you, please email [hr@bandonthewall.org](mailto:hr@bandonthewall.org)

**REVIEW THE CONTENTS OF THE JOB PACK**

The application pack includes a full job description and person specification. If these documents have been omitted from your pack, please call us to obtain copies. The purpose and key tasks and responsibilities of the position are set out in the job description. The knowledge and experience and skills and attributes we are looking for in the successful candidate are listed in the person specification. It is important to read carefully all the information in the application pack before completing the form.

**COMPLETING THE APPLICATION FORM****General Points**

Please do not attach your CV or copies of education certificates to your application form. Applications in the form of CVs will not be considered.

**Working through the form**

Ensure that you clearly state the full job title on your application form.

Think about what evidence you can provide to demonstrate you have the necessary knowledge, experience, skills and attributes to do the job. You may also want to include voluntary/unpaid work experience, or experience gained in a role of responsibility in one of your leisure pursuits if this is relevant to the requirements of the job.

The section marked 'Supporting Statement' is particularly important. This is where you make your case for why you wish to apply for the job and what makes you a suitable applicant. In this section it

is important that you provide us with evidence to demonstrate that you possess the knowledge, experience, skills and attributes required as set out in the person specification for the job. It is not sufficient to merely state that you have the knowledge, experience, skills or attributes required, you will need to provide specific examples of what you have done and how you believe this demonstrates you meet each requirement. You might find it helpful to address each of the items in the person specification separately in the order they have been listed to ensure you address them all. It is important to remember that those involved in the selection process cannot guess or make assumptions about you. Make sure you tell us everything relevant to your application and that you complete all the sections on the form.

Do not forget to proof-read your form and check for any errors before returning it to us.

Please return your form to Band on the Wall and ensure that it reaches us before 9am on the closing date. Applications received after the closing date cannot be considered.

### **SHORTLISTING**

Shortlisting will take place as soon as possible after the closing date and is always carried out by at least two people.

Unfortunately, due to the high volume of applications expected we are unable to write back to all those who are unsuccessful at this stage or to give specific feedback on why you have not been shortlisted. If you have not heard from us within two weeks of the closing date, you should assume that your application has been unsuccessful on this occasion.

If you are shortlisted, we will normally contact you by telephone or email to invite you to interview. This will be confirmed by an email which will outline full details of the selection process. This may include carrying out a selection exercise to test your ability to carry out specific requirements of the job.

In some instances it may be necessary to hold the selection process in two stages and applicants may be called back for a second interview. You will be given full details about the arrangements if it is decided that a second round of interviews is necessary.

All offers of employment with Inner City Music Ltd/Band on the Wall are made subject to receipt of satisfactory references. Additionally under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. All successful applicants will, therefore, be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

### **DATA PROTECTION ACT 1998**

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. We are the data controller for your personal data and will ensure it is used and stored in accordance with the Data Protection Act (1998), the Privacy and Electronic Communication Regulations (2003) and the EU General Data Protection Regulation (EU 2016/679). If you are the successful candidate, your application form will be retained and form the basis of your personnel record. Information provided by you on the equal opportunities monitoring form will be used to monitor Band on the Wall's equal opportunities practices. By submitting your completed application form you are giving your consent to your data being stored and

processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Good luck with your application.