

SAVE THE DAVID LEAN CINEMA CAMPAIGN CIC

VOLUNTEER BOX OFFICE MANAGER – JOB DESCRIPTION

The purpose of the post is to ensure that accurate and up-to-date sales information is available on-line for those wishing to buy tickets for screenings, to monitor sales and liaise with other members of the Committee so that as far as possible the supply of seats keeps pace with the demand for tickets.

The Box Office Manager will report to the Chair and through him/her to the Committee. Subject to the below, he/she will carry out such tasks as the Chair and the Committee may require and work as necessary with the relevant Committee members. Generally speaking these duties may be done from home, although they may require attendance at the David Lean Cinema and other venues for meetings.

Specific duties attached to the post will include the following. However these duties could be divided and shared between two people:-

Ticket Source

Ticket sales are normally processed through the Ticket Source website acting as an online box office. The Box Office Manager inputs details of the films to be shown on to this system and ensures that the information on it is accurate and up to date at all times. Much of the information is assembled in a monthly sequence.

David Lean Cinema website

There are links from the David Lean Cinema website – www.davidleancinema.org.uk to the Ticket Source box office system and many tickets are sold via our website. The Box Office Manager is also responsible for updating this website with details of each film – generally on a monthly sequence.

He/she deals with messages to this site regarding matters such as lost tickets, exchanges and refunds.

Monitoring sales

The Box Office Manager monitors sales at regular intervals and takes appropriate action. For example, he/she will liaise with other Committee members to arrange extra screenings of sold out events and arrange for the promotion of films which are not attracting audiences by using our publicity volunteers.

Liaison with volunteers

He/she will alert volunteers on duty at the David Lean Cinema to any special arrangements for screenings such as wheelchairs, cancellations or exchanges.

Reports to the Committee

He/she will be a member of the Save The David Lean Campaign Committee. He/she will make regular reports on sales to the Committee at its monthly meetings and deal with any arrangements for complimentary tickets agreed by the Committee.

Commitment

The amount of work varies a great deal with a peak towards the end of each month. Once the new programme has been agreed by the Committee, it must then be available on both Ticket Source and the David Lean website when booking for the next season opens – usually early in the following month. Depending on how this position is divided, up to a day's work might be needed towards the deadline – with a few hours' work a week the rest of the time.

Person Specification

- Good IT skills and a range of related experience in editing material for on-line consumption
- Ability to meet tight deadlines
- Ability to respond quickly and flexibly to new demands
- A high degree of accuracy and thoroughness
- Confidence to work as an individual but with the ability to act as a team player by keeping others informed of developments affecting their work.