



Pavilions Teignmouth
Den Crescent
Teignmouth
TQ14 8BG

Box Office 01626 249049
www.pavilionsteignmouth.org.uk

Job Description

Position:	Box Office/ Marketing Co-Ordinator (1 position available)
Responsible to:	Venue Manager
Contract:	Permanent
Core hours:	4 days a week (A 3 day working week would be considered for the right candidate) Working days to be confirmed (9.30am – 3.30pm) Plus a minimum of 1 evening or weekend shift Saturday or Sunday (average of 2hrs)
.	A minimum of 24 hours p.w. (or minimum of 18 hours p.w. considered for 3 day working week)
Annual leave:	20 days pro rata
Last updated:	Jan 2023
Salary	£20,787 Pro rata

1. Objectives and Responsibilities

- 1.1 To work as part of an effective Box Office sales team providing and maintaining a high degree of customer satisfaction.
- 1.2 To support the delivery of the Pavilions marketing plan and communications strategy.
- 1.3 To provide a friendly welcome to the Pavilions Teignmouth, acting as first point of contact for information and enquiries.
- 1.4 To work with the full team to ensure the charity embraces opportunity and works to fulfil it's vision.

2. Duties

2.1 To work as part of an effective Box Office sales team providing and maintaining a high level of customer service.

- Provide an efficient box office sales service operating a computerised ticket system (Oscar).
- Welcome all customers and visitors to the Pavilions and effectively deal with general enquires.
- Set up shows and events on the box office system and website.
- Input and update the database to ensure records are accurate and maintained.
- Reconcile and record transactions on a daily basis and report and adhere to financial procedures and policies as specified.
- Be knowledgeable about the Pavilions and Teignmouth activities and events.
- Sell any merchandise and art work for sale.
- Be familiar with any Membership, Patron schemes and promote joining.
- Create sales reports and returns.
- Respond to customer queries and feedback, ensuring a high level of customer



service is maintained.

2.2 To support the delivery of the Pavilions marketing and communications strategy.

- Upload events to the Box Office System and website.
- Coordinate the production and distribution of the brochure and other appropriate what's on materials.
- Write and distribute the e-newsletter.
- Design flyers, posters and adverts using appropriate programmes.
- Write literature for and organise direct mail outs and e-flyers.
- Coordinate attendance at key local events and maintain Pavilions Teignmouth presence in the community.
- Organise and take print out for distribution and making sure print gets out to relevant places.
- Organise reciprocal marketing.
- Regularly send ticket checks to the promoters, provide sales figures and statistics as requested.
- Ensure all publicity material is current and displays are maintained.
- Undertake market and customer research as required.
- Co-ordinate delivery of social media campaigns.
- To continually analyse sales and sales channels to ensure that the correct routes are being used to reach the customer.

2.3 Volunteer management

Oversee the Volunteers, who support the charity in a variety of ways.

2.4 Building / Facilities/ Events and Business Development

- Effectively communicate with staff, volunteers and promoters to ensure that events run smoothly.
- Coordinate and manage gift and craft fayres and other events.
- Work with the management team explore business development and opportunities.
- Assist with the smooth running of the building, which may include setting up or prepping for events.

The list of duties above is not exhaustive and the post holder may be required to undertake other duties as may reasonably be required from time to time and make a positive contribution to the work of the team and Company as a whole.



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Box Office/Marketing Coordinator Person Specification

Requirements	Essential	Desirable
Personal Qualities	<ul style="list-style-type: none"> • Confident and customer focused • Well organized with an eye for detail • Weekend(Saturdays and Sundays) and evening work shift flexibility • Interest in arts activities with enthusiasm for a broad range of art forms and Teignmouth • Ability to multitask, prioritise and work to deadlines, working calmly under pressure. • Ability to work unsupervised and show initiative • A meticulous eye for details with a methodical and thorough attitude towards work • Creative flair • Enthusiastic and proactive 	
Knowledge and Skills	<ul style="list-style-type: none"> • Excellent telephone manner and communication skills • Ability to work on own initiative and as part of a team • Numerate • Excellent written and verbal communication skills • Confidence in dealing with a broad range of people • Excellent IT skills, specifically in MS Office • Social Media experience 	<ul style="list-style-type: none"> • Knowledge of Health and Safety • Customer service training • First Aid Trained



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<p>Relevant Experience</p>	<ul style="list-style-type: none"> • Experience in a customer facing role. • Experience of dealing with a variety of social media platforms, primarily Instagram and Facebook. • Experience of working an electronic till system and cashing up. • A familiarity with Word and Excel spreadsheets 	<ul style="list-style-type: none"> • One year's experience in a marketing role • Experience in working across a range of social media platforms. • Experience in Box Office systems or customer data bases/ content management systems. • Experience in writing press releases or marketing content. • A knowledge of video editing software for web content.
<p>Additional Factors</p>	<ul style="list-style-type: none"> • Desire for personal growth and willingness to undertake training • An interest in creative design and marketing. • A willingness to be flexible in terms of both the hours worked and role. • Must be over 18 years of age • Clean and smart appearance 	