



**SINFONIA
SMITH SQ.**

A full-page photograph of an orchestra performing in a grand, ornate concert hall. The stage is lit with red curtains and a large chandelier hangs from the ceiling. The audience is visible in the foreground, seated in a checkered-patterned auditorium. The lighting is a mix of blue and red.

**SINFONIA SMITH SQUARE
BOX OFFICE AND DATA MANAGER
JOB DESCRIPTION**

SINFONIA SMITH SQUARE BOX OFFICE AND DATA MANAGER

Reports to: Head of Audiences and Communications

Responsible for: Box Office Assistants

Job type: Full-time role, 18-month fixed term contract

Salary: £32,000 per annum

Location: Westminster, London (UK), office based

INTRODUCTION

Smith Square Hall, formerly St John's Smith Square, has been a leading London concert venue since 1969. A stone's throw from the Houses of Parliament, it presents a vibrant year-round programme for audiences of all ages, from schools and family events to an internationally acclaimed concert series. At its heart is the Sinfonia Smith Square Fellowship orchestra, which brings together exceptional early-career musicians from around the world for an intensive year of performance and collaboration.

Together, the Hall and Sinfonia form a distinctive model: a dynamic, constantly regenerating orchestra embedded within a historic venue. In the coming years, an ambitious restoration project, *Doors Open*, will revitalise Smith Square Hall, enhancing accessibility and creating a more welcoming environment for audiences, performers, guest artists, and future Sinfonia cohorts.

<https://www.sinfoniasmithsq.org.uk/>



ROLE OVERVIEW

The Box Office and Data Manager plays a key role within the Sinfonia Smith Square team, responsible for the smooth operation of the Sinfonia Smith Square Box Office.

This role oversees the management of our ticketing and CRM system, **Spektrix**, and leads the Box Office team, motivating outstanding customer service while ensuring accurate audience and sales data capture.

Supporting the Marketing and Communications team, this role provides audience insight through analysis of sales and audience data to help inform promotional campaigns, audience development initiatives, and pricing strategies, while also regularly reporting on key metrics to support strategic planning across the organisation.



KEY RESPONSIBILITIES

This is a wide-ranging role working across the entire breadth of the organisation. Your responsibilities will be varied, including:

Team & Systems Management

- Managing the day-to-day running of Sinfonia Smith Square's Box Office.
- Preparing the monthly rota for the Box Office team, ensuring appropriate staffing levels by adjusting for quiet and busy periods and responding to sick leave cover and emergency staffing issues.
- Covering Box Office shifts as needed to fulfil the rota, including front desk cover during the day if required, and evening/weekend event shifts when necessary.
- Being responsible for the recruitment and training of Box Office team members.
- Recruiting volunteers to support the Box Office team.
- Developing the Box Office Handbook to ensure the Box Office team is equipped to deliver the highest standards of customer service and audience experience.
- Regularly reviewing all Box Office policies, (ticketing, access, concessions) and ensuring all Box Office policies are adhered to by the Box Office team.
- Working with the Venue Manager, ensuring that staff maintain the upkeep and organisation of the FOH and Box Office areas, including the effective display of promotional materials throughout the venue to help maximise revenue.

Event Set-up and Ticket Sales

- Leading on the set up of venue seating plans, pricing lists, and events on Spektrix, liaising with Spektrix, colleagues, and promoters to establish efficient and timely processes for fulfilling on-sale schedules.
- Working with the Marketing and Communications team, ensuring that all events on sale through the Sinfonia Smith Square Box Office are accurately listed on the website and that the customer booking pathway is user-friendly and easily navigable.
- Effectively managing event pricing, discounts, concessions ticket allocations, and supplementary events such as pre-booked interval drinks, to maximise sales revenue through Spektrix.
- Being the primary contact for all promoter ticketing enquiries; consulting with partners to discuss event sales set up, guest lists, and third-party sales.
- Ensuring accurate and up-to-date pre-event communications are sent to customers via DotDigital.
- Identifying and maximising opportunities such as upselling and cross-selling, to drive attendance and sales.



Audience Development, Insight and Reporting

- Ensuring the accurate capture of customer data on Spektrix and performing regular data cleansing to uphold data integrity.
- Managing customer data collected via the public Wi-Fi portal.
- Scheduling, collating and reporting on customer feedback surveys.
- Working with the Head of Audience and Communications, tracking audience development targets and KPIs in line with the audience development plan.
- Working with the Marketing and Communications team, using audience segmentation to help support targeted delivery of promotional materials.
- Scheduling sales and analysis reports for colleagues and visiting artists.
- Conducting audience data and sales analysis to offer audience insight and help inform marketing campaigns and broader organisational strategic planning.

Customer Service

- Ensuring all Box Office staff share the same aspiration to deliver the highest standards of customer service through ongoing training and evaluation.
- Ensuring that all customer enquiries are responded to promptly by Box Office staff and managed effectively and respectfully.
- Working with the Venue Manager, ensuring a seamless unified customer experience across the Front of House teams.

Box Office Infrastructure

- Being the day-to-day point of contact with Spektrix.
- Ensuring the provision of efficient Box Office IT, monitoring system performance, and troubleshooting technical issues promptly by working with Spektrix and Sinfonia Smith Square's IT and Web consultants.
- Ensuring regular maintenance and service of all equipment in the Box Office, including but not restricted to, ticket printers and PDQs.
- Being the GDPR and cyber security champion in the Box Office team, ensuring data is managed as per Sinfonia Smith Square's data protection policies.
- Leading and being responsible for the Box Office Business Continuity Plan.
- Staying up to date with Spektrix ticketing software developments and overseeing their implementation into the box office function.
- Overseeing Box Office email accounts and phone lines, ensuring that messaging is kept up-to-date and informative.

Administration & Finance

- Providing the Finance team with timely post-event ticket sales, data and commission reports for invoicing purposes.
- Preparing timesheets for all Box Office casual staff and meet Finance team deadlines for monthly payroll processes.
- Working with the Finance team to ensure correct reconciliation of daily sales on Spektrix.

General

- Attending regular marketing and sales meetings, operations meetings, team meetings, and other meetings as needed.
- Staying informed about ticketing and box-office practices in other UK venues.
- Always acting in the best interests of Sinfonia Smith Square.
- Assuming other tasks within the scope and responsibility of the role as required from time to time by the Head of Audience and Communications to ensure the efficient running of the Box Office function.



PERSON SPECIFICATION

Sinfonia Smith Square is able to achieve all it does thanks to a dedicated, collaborative, hard-working team. Within this team, each colleague plays a singular role, vital to the organisation. We are looking for someone who is, first and foremost, excited and inspired by our work. We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities above.

This role may particularly suit someone with experience in a customer-facing box office role at supervisor level who is now seeking a new challenge within a small but dynamic team. We are looking for a proactive and positive individual with a passion for delivering exceptional customer service, alongside a strong interest in systems, data analysis, and live performance.

You should be comfortable working in a busy arts environment, with the ability to manage your workload efficiently and complete tasks to a high standard. The ideal candidate will demonstrate the following skills, attributes, experience, and motivations:

PERSONAL ATTRIBUTES	Essential	Desirable
Good team player with strong leadership skills	✓	
Meticulous attention to detail	✓	
A professional and personable approach with an ability to cultivate great working relationships with colleagues and external partners	✓	
Demonstrable ability to deliver very high standards of customer service	✓	
Ability to multi-task and prioritise workload effectively in a busy environment	✓	
Positive, flexible, can-do attitude with a willingness to work evenings and weekends	✓	
Interest or background in classical music		✓

An understanding of and commitment to diversity, equity, and inclusion in all its forms	✓	
A genuine passion for the arts and live events, and a keen interest in the work, mission, vision, and values of Sinfonia Smith Square	✓	
SKILLS		
Good working knowledge of Spektrix or equivalent CRM ticketing system	✓	
Outstanding organisational skills	✓	
Excellent verbal and written communication skills and a good degree of numeracy	✓	
Ability to analyse and interpret data, extract relevant insight, and communicate it clearly	✓	
Strong IT literacy with good working knowledge of all Microsoft Office applications	✓	
Good working knowledge of GDPR		✓
EXPERIENCE		
At least two years working in the sales and ticketing function in an arts/culture environment	✓	
Experience in dealing with members of the public in a customer-focused environment	✓	
Experience using a ticketing and CRM system (ideally Spektrix) in an administrator's capacity, including setting up events for on-sale	✓	
Experience in producing data analysis and sales reporting to support an organisation's business aims		✓
Experience of managing a small team		✓
Experience of using Artifax CRM system		✓
Experience of integrating a box office system with promotional platforms (for example DotDigital)		✓
Experience managing volunteers		✓



TERMS OF EMPLOYMENT

- The role of Box Office and Data Manager is offered as a fixed-term contract of 18 months on a full-time basis, 35 hours per week, with TOIL scheme for additional hours.
- Regular hours of work are Monday to Friday, 9.30am – 5.30pm, although flexibility will be required to cover occasional evening and weekend event shifts for which TOIL will be accrued.
- Annual leave is 25 days plus statutory bank holiday.
- Salary: £32,000 per annum. Sinfonia Smith Square operates an occupational pension scheme via NEST.
- Sinfonia Smith Square's base and offices are at Smith Square Hall, London, SW1P 3HA, with additional office space at 4 Millbank, London, SW1P 3JA.
- The notice period is 2 months, following a 6-month probation period.
- There is a 50% staff discount in the Footstool Cafe at Smith Square Hall
- All staff are eligible for two complimentary tickets for all Sinfonia Smith Square Fellowship concerts that take place at Smith Square Hall.

EQUAL OPPORTUNITIES

As an equal opportunities' employer, Sinfonia Smith Square is committed to the equal treatment of all current and prospective employees and does not condone discrimination based on age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace, and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply for this position. We aim to operate an inclusive recruitment process; applications will be anonymised before being passed to the shortlisting panel. If you have any requirements, please let us know at any point during the process.

HOW TO APPLY

The closing date for applications is midday on **Friday 10th April**. To apply, you should email an application form and equal opportunities monitoring form (available on our [website](#)) to **Imogen Reley** (imogen@sinfoniasmithsquare.org.uk) by the closing date. Please note that late or incomplete applications may not be accepted.

Interviews for shortlisted candidates will take place on **Thursday 16th April**. Please indicate in your application if you have any availability issues that day. Online interviews can be arranged for any candidate unable to attend in person.

If you would like to find out more about the role or would value an informal conversation about how it may suit you at this stage in your career, we would be very happy to hear from you. Please contact Jo Duggan, Head of Audiences and Communications jo@sinfoniasmithsquare.org.uk

If you do not live or work in Greater London, Sinfonia Smith Square will contribute to travel expenses incurred in attending interviews if requested and agreed in advance. In exceptional circumstances, initial interviews may be conducted by Microsoft Teams or Zoom. If you are invited for an interview and would like to claim travel expenses, please mention this when your interview is being arranged. Please note that a request to claim travel expenses will not affect decisions about whether or not to invite you to an interview.



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