



WADDESDON

Job Title: Box Office Sales Manager

Reporting to: Visitor Services Manager

Department: Visitor Operations

Waddesdon Manor is a historic house open to the public located 5 miles north-west of Aylesbury. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed by a Rothschild charitable trust, The Rothschild Foundation. It currently welcomes 450,000 visitors a year to the property and has over 180 permanent staff members and 170 seasonal staff, working alongside 330 volunteers. It has one of the finest Victorian gardens in Britain, famous for its ornamental bedding, shrub planting and specimen trees, and its excellent horticultural standards. It also includes a working Aviary, The Dairy – a corporate and private event venue and offices, Windmill Hill Archive Centre, The Flint House, and The Five Arrows Hotel.

The Box Office Sales Manager will be responsible for managing the advance sales functions for general admissions and group visits, all events, and specialist Collection and Conservation Groups. They will support the Education department with managing the booking process for certain school visits. Working as part of a small team, they will be responsible for all types of bookings and reservations, and providing customers with information.

Working closely with other departments, they will be responsible for co-ordinating group visit itineraries and bespoke one-off events. They will be part of a broader team of staff on the property delivering excellent service to visitors, and promoting efficient and timely communication across the site. Working closely with the VSM and other heads of department, they will be responsible for the achievement of property sales targets

Key Responsibilities:

Leading the visitor experience

- Lead a culture of “exceptional service, every time, for everyone” within your team
- Respond to a high volume of calls and emails and provide a consistent point of contact for queries/correspondence as required, ensuring excellent customer service
- Regularly test and check the Waddesdon visitor websites and online ticketing system, reporting any errors and ensuring that any issues are addressed
- At certain times, work directly as part of the small box office team, taking calls, answering emails and managing group requirements, on an agreed working pattern basis, to be agreed with the VSM and HVO
- Under the direction of the VSM, directly manage and respond to visitor enquiries and feedback, working closely with the Box Office Sales Co-ordinator

to ensure that all communications are replied to within the agreed targets, and that the relevant departments are involved in the responses. Liaise closely with the Marketing department, and escalate any relevant communications to the General Manager (GM)

Leading people

- Help to create a great place for your staff to work in. You will recruit talented and enthusiastic people, develop and coach them, driving strong performance through setting clear objectives and giving regular feedback and reviews
- Manage the Box Office Sales Co-ordinator and the hourly-paid Assistants, ensuring that they work effectively and that they deliver a unified and efficient service provision throughout each seven-day period

Developing business

- Work closely with colleagues in Visitor Operations, Marketing, Business Development, Collections, Education, Events and Catering to develop and sell new experiences
- Responsible for overseeing the booking of general admissions, group visits, and events, including directly dealing with individual and group customers
- Ensure that visitors fully understand the offers available and liaise with operations staff to ensure customer requirements are clear in order to deliver the best possible experience
- Develop a good working knowledge and keen understanding of how the Groups market operates, and work closely with the Business Development team to grow the groups business

Effective business systems

- Provide a seven-day box office operation, sharing the days with the Box Office Sales Co-ordinator so that one of the two permanent box office staff are working each day, so that complex bookings and problem-solving issues are owned and progressed. Both staff members will ensure that they are not away on annual leave at the same time.
- Agree with the VSM the rota for hourly paid staff and when they are required, working to an agreed annual budget for seasonal staffing costs
- Responsible for ensuring our booking and telephone systems are set up and working properly, and take direct responsibility for problem solving, working closely with the VSM, HVO and IT department
- Ensure that the systems accurately reflect our current offer, updating prices and products within the system
- Excellent knowledge and awareness of all information currently advertised across the Waddesdon and NT websites, working closely with Marketing to ensure that communication is as clear and effective as required
- Liaise with the HVO and the IT Systems & Software Manager to solve any issues with our software suppliers

Managing financial performance and records

- Responsible for achieving stretching targets, working closely with colleagues from Marketing and Business Development

Terms & Conditions

- Permanent role
- Salary: £25,000
- Minimum 37.5 hours per week – working 10 days in 14, including regular weekends and some Bank Holidays. Final working pattern to be agreed with the Visitor Services Manager (VSM) and Head of Visitor Operations (HVO)
- Occasional evening working on certain events may be required (time owed to be taken in lieu)
- On appointment, full-time staff receive 33 days/247.5 hours a year inclusive of public holidays. The holiday entitlement will increase to 34 days/255 hours after three years and 37 days/277.5 hours after five years' continuous service; after 10 years continuous service your holiday will increase to 39 days/292.5 hours
- Employer matched Pension Scheme up to 10%
- National Trust staff discount card for you and your partner providing entry to Waddesdon Manor and other NT properties, 20% discount in NT catering and retail outlets and the Five Arrows Hotel and 10% off Rothschild wines.
- Free parking

Application

To apply, please send a current a CV and covering letter to application@waddesdon.org.uk no later than 11pm on 13 January 2019.

Interviews are currently planned for Thursday 24 January 2019.