

Join our team!

INCORPORATING

**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIV

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIV

**SALISBURY
PLAYHOUSES**
PART OF WILTSHIRE CREATIV





Romeo and Juliet 2026 c. Craig Fuller

Wiltshire Creative

We bring people together for joyful, enriching creative experiences.

Our venues - Salisbury Playhouse and Salisbury Arts Centre - deliver surprise, delight and wonder with a diverse year-round programme. Salisbury Playhouse produces performances that bring pride and joy to our region, touring nationally and beyond.

Once a year, we burst out beyond our walls to invigorate city spaces with Salisbury International Arts Festival.

We nurture talent and spark imagination, inviting more people in our region to live creative lives.

Follow us: @WiltsCreative | wiltshirecreative.co.uk

About this role

- Job Title:** **Box Office Manager**
- Responsible to:** **Director of Audiences**
- Responsible for:** **Box Office Advisors and Officer**
- Main relationships:** **Senior Marketing Officers, Senior Systems and Data Officer, Finance Manager, Front of House team, Development Team**

This is a fantastic opportunity to apply your people management skills and passion for customer service to help us deliver first-class service to match our joyful and enriching creative experiences.



Key responsibilities

Box Office Management

- Set up events, seating plans, price lists, and discount codes on the ticketing system, ready for on-sale deadlines.
- Manage the sale of tickets, memberships, gift vouchers, programmes, interval drinks and merchandise across Wiltshire Creative's sites.
- Ensure the accurate and timely distribution of tickets including e-tickets, collection and posting.
- Oversee the management of group bookings .
- Ensure the delivery of effective inventory management.
- Oversee the management of dynamic pricing on eligible events.
- Manage the allocation of any complimentary tickets, offers and discounts.
- Extract sales reports from the ticketing system to circulate internally and to external producers.
- Extract payment and activity reports and investigate should any discrepancies arise.
- Manage any sales operation outside of Wiltshire Creative's venues.
- Undertake any Box Office roles if necessary.

Customer Service

- Ensure the team provide enthusiastic, efficient and friendly service to all customers and visitors – treating everyone with dignity and respect and abiding by safeguarding procedures.
- Ensure the team are aware of the disability and access requirements of audiences and the appropriate services the organisation offers.
- Support the development team with supporter enquiries and ensure excellent stewardship of donors in all interactions with the organisation.
- Satisfactorily resolve any customer complaints that may arise, or escalate to the Director of Audiences if necessary.
- Ensure the team develop an understanding of our work, audiences and local area to facilitate positive conversations and promote our work to audiences.
- Ensure the team attend plays early in the run so that they can promote them to audiences.
- Ensure any lost property is correctly logged, stored, and removed if not collected after a suitable length of time.

Team Leadership and Management

- Ensure appropriate staffing of the Box Office desk(s) by completing a rota for the team.
- Ensure procedures for cashing handling and reconciliation are followed by all team members.
- Ensure the team maintain accurate customer records in line with Wiltshire Creative's Privacy Policy.
- Ensure the team are aware of current upselling initiatives and encouraging small scale donations from audiences at time of booking.
- Maintain an organised and efficient Box Office environment.
- Attend staff, operational and other meetings as appropriate.
- Hold regular team meetings, 1:1s, and annual appraisals with team members.
- Arrange season briefings for the team ahead of an on-sale date.
- Recruit, induct and train new team members as required.

Team Leadership and Management continued

- Support the Operations team by occasionally undertaking the role of daytime duty manager for Salisbury Playhouse.
- Connect and establish relationships with Box Office contacts in other theatres to share best practice and identify areas of opportunity for Wiltshire Creative.
- Ensure the Box Office standard operating procedures are periodically reviewed and updated.

Communications

- Ensure all communications sent directly from the Ticket Sales team are of a high standard.
- Provide internal communications to staff and volunteers regarding offers and complimentary tickets.

General

- To always act in the best interests of Wiltshire Creative, positively enabling delivery of our objectives and acting as an ambassador for our work.
- To abide by Wiltshire Creative's policies, including the staff handbook and associated people policies, and Safeguarding, Health & Safety and Sustainability policies.
- To promote and champion Wiltshire Creative's values through actions and behaviours.
- To maintain confidentiality in all areas relating to Wiltshire Creative.
- To attend staff meetings and internal meetings, unless delivery of planned programme of work prohibits.
- To support the work of other departments through effective collaboration when required.
- To seek continuous improvement in processes, standards and knowledge.
- To maximise income and minimise expenditure wherever possible.
- To be flexible and to undertake any other reasonable duties as requested by Senior Management.

About you

- A proven track record of excellent customer service – preferably within an arts or leisure environment
- Strong and proven line management skills, including the ability to motivate a team working shift patterns, preparing rotas and managing workloads
- Ability to drive ticket sales and maximise income
- Experience of using Spektrix or a similar ticketing system
- Strong planning, project management, time management and administration skills
- Strong written and verbal communication skills, including experience of collaborating with internal teams and external partners
- IT skills, including Microsoft Excel, Word and Outlook
- Ability to remain calm while working under pressure
- Ability to work as part of and lead a team
- Flexibility to work evenings and weekends
- A genuine interest and understanding of the overall work of Wiltshire Creative

Application Process

The closing date for this vacancy is 9am on Wednesday 1 July.

Interviews will take place the week commencing Monday 6 July.

Terms and Conditions

Salary	£29,560 per annum
Type of Contract	Permanent
Location	Salisbury (Playhouse or Arts Centre)
Hours of work	40 per week, usually Monday to Friday, with flexibility to work some evenings and Saturdays
Holiday	28 days' holiday pro rata rising in line with length of service
Benefits	<ul style="list-style-type: none">• Pension scheme subject to eligibility• Complimentary tickets for in-house shows• Invitations to press nights• Occasional ticket offers on visiting shows• Discount in our bars and cafés• Opportunity for flexible working patterns• Wellbeing activities• Employee Assistance Programme• A fully trained team of Mental Health First Aiders• Training and development opportunities <p>Full details are available upon request.</p>

How to apply

Thank you for your interest in this post.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.



How to apply for this post

The closing date for this vacancy is 9am on Wednesday 1 July with interviews taking place the week commencing 6 July.

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.