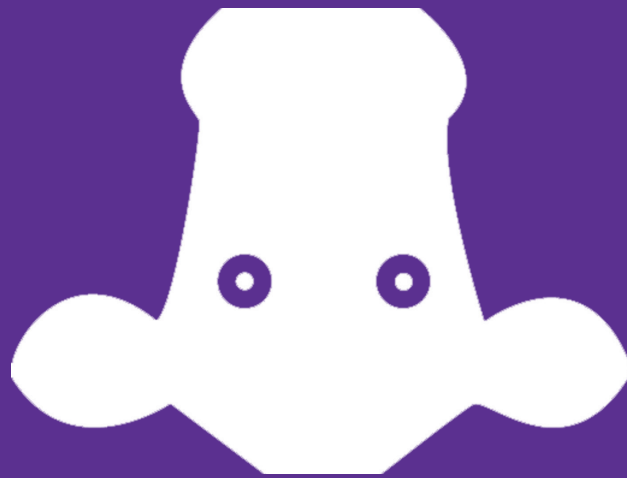


JOIN THE HERD



BOX OFFICE MANAGER UNDERBELLY AT DEPOT MAYFIELD

Rate of Pay:	£12.50/hr (plus holiday pay)
Dates of Work:	23 May - 13 August 2023
Reports To:	Senior Box Office Manager
Location:	Depot Mayfield, Manchester
Contract Type:	Fixed Term.
Closing Date:	28 April 2023 - 10am

UNDERBELLY AT DEPOT MAYFIELD

This summer, join us on the Depot Mayfield rooftop.

Overlooking Manchester, Underbelly at Depot Mayfield is set to be the destination of the summer featuring La Clique in the iconic Spiegeltent, a beautiful summery outdoor bar and delicious local street food.

LA CLIQUE

A decade on from winning the Best Entertainment Olivier Award and fresh from smash-hit runs in London's Leicester Square and at the Edinburgh Fringe, La Clique has wowed audiences around the globe from New York to Singapore, Melbourne to Montreal. In Manchester, the genre-defining cabaret will welcome tension strap artist LJ Marles, singer Chastity Belt, aerial contortion artist Miranda Menzies, comedy and stunt performer Sam Goodburn, and more artists to be announced very soon.

La Clique runs every evening from Tuesday to Sunday (from Thursday 25th May), and starting times vary between 7pm and 9.45pm. The running time for the show is 100 minutes including an interval.

THE SPIEGELTENT

The rooftop at Depot Mayfield will be home to La Clique's spectacular Spiegeltent venue. A Spiegeltent is an original "mirror tent", built in Belgium during the late 19th and early 20th centuries and designed as glamorous travelling entertainment venues.

The Spiegeltent offers multiple seating options – all with an excellent view of the central, circle stage. Private booths for up to 8 adults are also available for the perfect group night out, each table coming with a bottle of prosecco.

UNDERBELLY

Underbelly are the original pop-up experts. Their iconic Underbelly Festival Southbank launched in 2009 and ran for 10 years on the banks of the Thames. Their other festivals and pop-up sites in London have included Leicester Square, Cavendish Square and Earls Court.

Underbelly are also one of the biggest producing venues at the Edinburgh Festival Fringe, every year presenting over 160 shows a day in 25 pop-up venues across four festival sites.

ROLE

- This position requires you to work individually managing the onsite box office with remote support from the Senior Box Office Manager.
- Regular duties include selling tickets, processing agency tickets, processing complimentary tickets, ticket collection and distribution and updating front of house with numbers and access information.
- Assisting with first line troubleshooting of all box office equipment, including PCs, ticket printers, card machines, phones, and networking.
- Liaise with a wide variety of producers and promoters as well as ticket agencies to ensure all sales requirements are carried out efficiently and provide accurate sales report information on request on a regular basis.
- Respond to customer feedback and complaints face to face and authorise refunds, ticket exchanges and the issuing of complimentary tickets where appropriate.
- Work collaboratively with colleagues from across all departments, in particular the Front of House and Production team, to deliver a seamless and positive service experience for all customers.
- Provide an excellent experience for customers in respect of ticket sales, accessibility, memberships, and other services offered by the ticketing team.
- Maintain flyer stands and signage (e.g. show A-frames / sold out information).
- Managing the administration of cancelled shows or other interruptions to Underbelly's ticketed activities.
- Escalate incidents and feedback to the box office management team and maintain regular end of shift reporting.

PERSON SPECIFICATION

- Strong communication skills,
- Experience of resolving complex customer service issues and ensuring a positive customer journey.
- Ability to multi-task and work well under pressure and individually.
- Understanding of selling tickets, memberships, and other packages within a box office environment
- Experience of ticketing systems and their functionality
- An understanding of GDPR Compliance good practice
- Willingness to work evenings and weekends as part of a regular working week.
- Commitment to championing representation and inclusion at every level of the organisation with a proven ability to work with people from a wide range of backgrounds.
- Confident, enthusiastic, professional, and self-motivated.
- Accuracy and attention to detail
- Understand the importance of good communication and service in all aspects of the brand.





EQUAL OPPORTUNITIES

Underbelly is committed to reducing its environmental impacts in its everyday operations. We are also committed to maintaining the open-access policy of Underbelly. We are an equal opportunity employer and welcome applications from all sectors of the community.

It is the policy of Underbelly to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, sex, sexual orientation, race, religion or belief, gender reassignment, marriage or civil partnership, pregnancy or maternity, or is disadvantaged by conditions or requirements that cannot be shown to be justifiable.

We expect employees to support these commitments and to assist in their realisation.

SCHEDULE

The site is operational Tuesday-Sunday each week with performances taking place in the evening. We are offering contracts with minimum hours of 12hrs per week, working on a rota. It is likely you will be able to work more hours if you choose to do so.

HOW TO APPLY

Click [here](#) to apply through our recruitment portal.

If you would like to discuss anything before applying please call 020 7307 8480 or email jobs@underbelly.co.uk