

# OXFORD INTERNATIONAL SONG FESTIVAL

## BOX OFFICE & MEMBERSHIP MANAGER OXFORD INTERNATIONAL SONG FESTIVAL

"...excellent and indispensable... the Festival brilliantly achieves its goal of making classical song feel exciting and even fun."

Daily Telegraph

"...everything from Monteverdi to Billie Eilish – but Art Song, in all its glory, remains at the Festival's heart"

The Observer

"As always the front of house staff are friendly, helpful and welcoming. The exciting atmosphere is infectious and I always end up going to more events than first intended and then when it's all over regretting the few that I hadn't been to!"

Audience member



## WELCOME

Thank you for your interest in the Oxford International Song Festival, and our box office and membership vacancy.

Our small Festival team is kind, friendly, supportive, hard-working, open-minded, and ambitious. We strive for excellence in our artistic programming, our educational work, our administrative processes, and the ways in which we welcome our audiences and take care of our artists and donors.

We are seeking a like-minded team member to join us in the central role of Box Office & Membership Manager. We are looking for someone who can provide efficient and friendly customer service to our audience and supporters; help to drive sales and memberships; manage our CRM software brilliantly; enjoy delving into our data to inform artistic direction, marketing and strategic planning; and contribute to our happy team working environment.

## KEY INFORMATION

<b>POSITION</b>	Box Office & Membership Manager
<b>REPORTS TO</b>	Director of Administration & Finance
<b>MANAGES</b>	Box Office Festival Assistant (Sep-Oct only)
<b>KEY RELATIONSHIPS</b>	Development Director, Artistic Director, Head of Marketing
<b>CONTRACT</b>	Part-time, Permanent
<b>HOURS</b>	<p>Ideally, we envisage the role to be part-time, 4 hours per day, 9am-1pm, Monday-Friday. The post holder will also be required to run the box office at our events throughout the year (currently a 3-day festival in April, and five standalone events November-June). Ideally the post-holder will also run the box office full-time for the duration of the 16-day October Festival, supported by a Festival Assistant.</p> <p>We have some flexibility however, and so welcome all applications, regardless of ability to work these specified hours. Exact working hours will be determined in discussion with the successful candidate.</p>
<b>SALARY</b>	£26,000 - £31,000 pro rata, according to experience
<b>ANNUAL LEAVE</b>	20 days plus bank holidays pro rata
<b>LOCATION</b>	Our team works from home but meets in-person in Oxford about once a fortnight. During festivals, the team is resident in or near Oxford.
<b>PURPOSE</b>	Run our box office; manage our membership; provide exceptional customer service; drive sales and memberships; maintain our CRM system, Spektrix; undertake data analysis to inform future planning.

## ABOUT US

Oxford International Song Festival was founded in 2002 to celebrate and rejuvenate classical song. The 2024 Festival includes 70 events over 16 days (11-26 October) across 15 venues with c.200 artists and expected total attendance of c.10,000. Our organisation was formerly known as Oxford Lieder, but in 2023 we rebranded to Oxford International Song Festival to better reflect the rich variety of our work.

The main focus of our activity each year is the Festival, which brings many of the world's leading singers and pianists to Oxford, as well as showcasing exciting emerging artists. Other events take place across the year, including our Spring Song Festival and recitals with partners around the country and internationally. Our dedicated Learning & Participation programme engages people of all ages and backgrounds in high-quality creative activity, including an extensive programme of workshops in local primary schools and a Young Artist Programme that offers training and performance opportunities to outstanding early-career professionals. We aim always to enrich people's experience of music and language, both through fruitful collaborations with other artistic institutions and through a wide-ranging series of study events, including talks, study days and symposia. In 2015, Oxford Lieder won a prestigious Royal Philharmonic Society Award, cited for its 'breadth, depth and audacity of programming,' and we were shortlisted again at the 2023 RPS Awards.

## ABOUT THIS ROLE

The main duties and responsibilities for the Box Office & Membership Manager role are as follows:

### SALES

*You will be solely responsible for the management of our box office and play a vital role in achieving strong ticket sales*

- Manage the ticketing sales, ensuring that processes are developed to maximise income generation and support the continued development of our audience
- Manage pricing structures and ticket offers in Spektrix in consultation with the team
- Accurately record all income in Spektrix
- Monitor and regularly report on sales income, sales patterns and progress against our targets
- Run our box office at events

### MEMBERSHIP

*You will play a key role in developing our membership base, liaising regularly with the Development Director*

- Explore ways to increase membership and identify potential new Friends
- Accurately acknowledge and record donations and communications with our individual donors
- Manage direct debits, continued authority, donations by cheque and bank transfer
- Produce quarterly Gift Aid returns
- Assist with the preparation of invitation lists and guest lists at events

### SPEKTRIX

*You will be solely responsible for the management of our CRM system, Spektrix*

- Manage, maintain and develop Spektrix to ensure we maximise its potential to support sales
- Cultivate relationships with Spektrix and our Web Developer to ensure the efficient running of our website
- Assist other team members with using Spektrix as required

### ANALYSIS

- Continually develop the database, producing regular reports and analysing data to inform artistic direction, marketing planning, venue and pricing structure strategies, and identifying membership opportunities

### CUSTOMER CARE

- Provide a friendly and approachable box office service
- Build good relationships with our regular bookers and members

### FINANCE

- Responsible for ensuring accurate accounting of all income through Spektrix
- Responsible for reconciling Spektrix income to the income received to the bank

### OTHER

- Help maintain and update content on the website
- Assist other team members when required and as workload allows

### GENERAL

- Be a passionate advocate at all times for Oxford International Song Festival
- You will have access to some confidential information and it is expected that this information will be treated with great care and sensitivity
- Adhere to all legal requirements relating to the Payment Card Industry Security Standards and General Data Protection Regulation (GDPR) as well as all other company policies and procedures
- Creating a positive work environment, underpinned by the organisation's values

These are the main duties and responsibilities currently outlined for this position, however it is expected that the new post-holder will shape and define the role further once in post.

## ABOUT YOU

We are looking for someone who:

- can deliver exceptional customer care
- is positive, proactive, hard-working, self-motivated and ambitious
- is numerate, analytical, organised and has attention to detail
- is friendly, approachable and collaborative

Essential Criteria:

- experience of working in a box office team
- excellent IT skills and experience of using a ticketing and fundraising CRM system
- experience of developing positive relationships with customers or donors
- experience of analysing data with an aptitude for producing reports and responding to data
- understands the arts sector
- excellent interpersonal skills, and communication skills, both spoken and written
- excellent attention to detail
- excellent personal organisation and time management
- experience of working efficiently and effectively on their own as well as in a team
- happy working in a small but dedicated team

Desirable Criteria:

- experience of Spektrix
- knowledge of Oxford
- knowledge of classical music
- based in or near Oxford, or links to Oxford

## HOW TO APPLY

Please send your CV and cover letter explaining why you want to work for Oxford Song and how you meet the person specification, to Kate Swinburne-Johnson at [kate@oxfordsong.org](mailto:kate@oxfordsong.org). When submitting your application to Kate, please indicate the following –

- your availability for interview
- your potential start date
- your position regarding our ideal hours (see 'Key Information' page)

Closing date: 9am, Monday 2 September 2024

Interviews: First round interviews will be held online on Thursday 5 and Friday 6 September  
Second round interviews will be held in-person in Oxford on Monday 9 and Tuesday 10 September

## EQUAL OPPORTUNITIES

We strongly believe in equal opportunities for all, and we welcome job applications from people of all backgrounds. If you require any assistance in the recruitment process, please let us know by contacting [kate@oxfordsong.org](mailto:kate@oxfordsong.org).