

BOX OFFICE & VENUE OPERATIONS OFFICER

Estates & Facilities

Grade 5, Full time, Permanent

Job reference number: 201-25



Applicant Information Pack

Closing date

9am Wednesday 22 October 2025

Interview date

Friday 7 November 2025

Late or incomplete applications will not
be submitted to the Shortlisting Panel

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Job Description

Job title	Box Office & Venue Operations Officer
Department	Estates and Facilities
Grade	5
Hours of work	Full Time (1FTE)
Contract type	Permanent
Responsible to	Project and Operations Manager
Responsible for	Co-ordination of Box Office staffing
Liaises with	Internal Facilities & Operations; Front of House and Stewards; Performance & Programming and Opera School; MarComms; Heads of Faculty; Heads of Programmes & Research; Directorate; Directorate Office; Students; Development & Alumni Engagement; Museum External Audiences; Visitors; Spektrix Support and Account Managers; External Hirers
Job overview	<p>A key, customer-facing role within the Estates & Facilities Team, managing and administering the day-to-day operation of the busy RCM Box Office and providing a first-class sales and information service to the public, students and staff. Using the ticketing software, Spektrix, the role works closely with the Marketing Team to provide and analyse audience data and reports each season. The role also supports colleagues with front of house duties and other Estates projects related to improving visitor experience.</p> <p>The RCM Box Office sells tickets for the RCM's venues: the 400-seat Amaryllis Fleming Concert Hall and 400-seat Britten Theatre, as well as the recently completed Performance Hall, Performance Studio and Museum, and other smaller RCM venues.</p>

Key Responsibilities

These include:

Box Office

- Providing the highest level of customer service and care to all RCM customers, including students, staff and visitors
- Responding to customer enquiries and ticket requests by phone, email and in person
- Handling any customer complaints or issues, ensuring matters are fully resolved and feedback is forwarded to the relevant department if needed
- Managing the box office ticketing system (currently Spektrix), including setting up events, seating plans and price lists
- Maintaining the customer records held on the database in accordance with GDPR, PECR and the latest data protection guidance
- Liaising with internal departments to ensure consistency between databases including Development & Alumni Engagement Relations, Registry and Junior Department
- Producing and analysing sales data for the Marketing Department and other colleagues as and when required
- Maintaining and troubleshooting all elements of the box office ticketing system both front and back end, including direct liaison with the contracted supplier to resolve any issues that may arise
- Keeping up to date with ticketing software developments and strategically planning their implementation at the RCM

- Contacting bookers when there has been a change of programme or cancellation
- Issuing complimentary tickets for press, media and special guests, using discretion and initiative
- Ensuring all access ticket requests are handled appropriately
- Liaising with external hirers regarding ticket requirements, providing regular accounting reports, feedback, advice and ensuring ticket income is settled in a timely manner
- Selling and promoting RCM merchandise, maintaining stock levels and undertaking reconciliation
- Support the Project and Operations Manager and Operations Supervisor in training and supervising casual Box Office Assistants
- Provide support and training for members of the Facilities, Customer Service and Stewarding team on Box Office processes and procedures regarding ticket sales, customer service and selling merchandise

House Management & Front of House

- To cover front of house duties together with or in place of the House Manager in their absence and after any necessary training
- Maintaining the appearance of the front of house stations, ensuring they are always presentable, safe and secure, resolving any issues or raising with the relevant departments
- Support House Management in ensuring compliance with licensing, health & safety and audience management
- Monitor and help maintain the appearance, cleanliness and safety of public areas
- Monitoring the RCM visitor experience, accurately logging and passing on any customer feedback to relevant colleagues

Estates Operations

- Support the Estates team on projects relating to improving visitor experience and the College as a performance venue
- Being a core part of the emergency response team and procedures, including first aid, evacuation, fire alarm activation, and invacuation (lockdown)
- To cover Reception duties as required, including monitoring the RCM switchboard and info@rcm.ac.uk email inbox
- Undertaking general office duties as required
- Support all RCM events, including Open Day, Graduation, VIP visits and internal fundraising events
- Undertaking any other duties as directed by the Project and Operations Manager

Special Factors

- The postholder will be required to work flexibly and be available to undertake weekend work and variations on the normal working hours as required

Person Specification

Applicants should demonstrate in their supporting statement how their qualifications, experience, skills and training fit each of the criteria below.

Criteria	Description	Essential / Desirable	How Criteria Are Tested
Qualifications	Good standard of literacy and numeracy e.g. to A level standard or equivalent	Essential	AF, INT, ST
	Educated to degree level or equivalent experience in an Arts or Customer Service organisation	Desirable	AF, INT
Experience, Skills & Knowledge	Experience working in a public-facing environment such as a theatre, concert venue or similar arts organisation	Essential	AF, INT
	Experience using box office software (e.g. Spektrix)	Desirable	AF, INT
	Experience of analysing and presenting audience data	Desirable	AF, INT
	IT skills, especially experience of database administration	Essential	AF, INT, ST
	Administratively self-sufficient and accustomed to exercising initiative	Essential	AF, INT
	Ability to stay calm under pressure and manage competing priorities	Essential	AF, INT
	A strong understanding of data protection regulations	Essential	AF, INT
	A confident communicator, orally and in writing	Essential	AF, INT
Personal Attributes	Keen interest in music and the arts	Essential	AF, INT
	An informed interest in higher education	Desirable	AF, INT
	Ability to prioritise a busy workload	Essential	AF, INT, ST
	Ability to work effectively as part of a team	Essential	AF, INT
	A demonstrable enthusiasm for live performance and a commitment to widening access	Desirable	AF, INT
	A commitment to recognising, valuing and celebrating diversity and to proactively advancing equality and inclusive practice in all areas of College life.	Essential	AF, INT

AF = Application Form INT = Interview ST = Selection Test

The duties and responsibilities assigned to the post may be amended by the Project & Operations Manager or Director of Estates within the scope and level of the post.

Terms & Conditions

Availability	The post is immediately available and the postholder should ideally be available to start as early as possible.
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Contract type	Permanent												
Hours of work	<p>The role is offered on a full time (1FTE) basis.</p> <p>Full time hours at the RCM are 35 hours per week. Normal working hours are 10:00am-6:00pm (with a one hour lunch break), Monday to Friday but the postholder will be required to work flexibly and be available to undertake weekend work and other hours, as required.</p>												
Salary	<p>RCM Pay Scale Grade 5, incremental points 16 – 20:</p> <table> <tr> <th>Spine points</th><th>Full-time salary*</th></tr> <tr> <td>16</td><td>£31,379</td></tr> <tr> <td>17</td><td>£32,003</td></tr> <tr> <td>18</td><td>£32,738</td></tr> <tr> <td>19</td><td>£33,510</td></tr> <tr> <td>20</td><td>£34,350</td></tr> </table> <p>*inclusive of London Weighting allowance</p> <p>Appointments will normally be made to the first point of the grade, in accordance with the RCM Pay Policy. Staff are entitled to an annual increment each year on 1 August (dependent on 6 complete months' service) until they reach the top of the grade.</p> <p>Payday is the 15th of each month or the last working day before this should the 15th fall on a weekend or bank holiday.</p>	Spine points	Full-time salary*	16	£31,379	17	£32,003	18	£32,738	19	£33,510	20	£34,350
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Visas/ Right to Work in the UK	<p>If you have time limited permission to work in the UK you must provide full details on your Application for Employment form.</p> <p>If you do not have permission to work in the UK but would be eligible to apply for a Visa you must state the applicable route on your Application for Employment form. We suggest you use the online tool provided by the government to explore your eligibility and options relating to Visas. Visa Checking Tool</p> <p>Some applicants including prospective professors, may wish to explore the Global Talent Visa route. Further information about endorsement for this visa can be found on the Arts Council website.</p> <p>This is not a role for which the RCM will act as a sponsor for the Skilled Worker route.</p>												
Immigration Advisors	<p>The HR department cannot act as immigration advisors however if you are an international student studying in the UK you can seek guidance from the UK Council for International Student Affairs (UKCISA). Alternatively the Office of the Immigration Services Commissioner (OISC) which regulates immigration advisers maintains a list of approved Immigration Advisors.</p>												
DBS check	Not applicable for this post.												
Probation	The post has a six month probationary period.												
Notice period	The appointment will be subject to termination by not less than one months' notice. Notice during probation will be seven days' notice by either party.												

Pension	The Universities Superannuation Scheme (USS) is available for all administrative staff. Full details of the scheme can be found on the USS website: www.uss.co.uk . Arrangements exist for members to make additional voluntary contributions (AVCs).
Annual leave	<p>Full time staff are entitled to 210 hours of holiday per annum, plus public holidays.</p> <p>The RCM is closed between Christmas and New Year each year, the three days in this week that are not bank holidays will come out of the postholder's annual leave allowance.</p>

How to Apply

Closing date	<p>9am Wednesday 22 October 2025</p> <p>Applications received after the stated closing date will not be considered.</p>
Interview date	<p>Friday 7 November 2025</p> <p>Shortlisted candidates will be notified in due course.</p> <p>We communicate interview dates in advance to ensure candidates have adequate notice to make arrangements. Regrettably we are unlikely to be able to accommodate alternative interview dates.</p>
To apply	<p>To apply, please submit the following documents available on the RCM jobs page</p> <ul style="list-style-type: none"> • Application Form • Equal Opportunities Form <p>The above documents should be sent to recruitment@rcm.ac.uk by the stated closing date.</p> <p>We encourage applications by email however if you wish to post your application you must ensure this reaches us by the closing date.</p> <p>Late Application Forms, incomplete Application Forms, Application Forms submitted in a format other than Word or PDF and CVs without an Application Form will not be accepted.</p>
Alternative formats	If you need to receive our recruitment documentation in a different format, such as large print or are not able to submit an application electronically, then please contact us to discuss your requirements.
Interview process	<p>Interviews will take the form of a panel interview, normally comprised of three staff members however more senior positions may have larger panels. Details of the interview panel will ordinarily be included in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.</p> <p>As part of the interview format you may be invited to take a brief tour of our facilities, details will be included in your interview invitation and we will be happy to accommodate accessibility requirements.</p> <p>A test or presentation may form part of the interview process and details will be provided in the interview invitation. We will be happy to make any reasonable accommodations as part of this process.</p>

Staff Benefits

Travel	<p>Interest free season ticket loans are available to cover the cost of a 12 month season ticket between a member of staff's residence and the RCM. The loan will be repayable by deduction from salary over a period of 12 months or on leaving the employment of the RCM, if earlier.</p> <p>We also offer a tax-free bicycle loan under a similar repayment scheme.</p>
Events	<p>There is a range of concerts taking place at the RCM throughout the weeks, staff are entitled to one free ticket per charged concert (excluding Opera and non-RCM promotions), and unlimited tickets for non-charged concerts.</p>
Eye tests & hearing tests	<p>The RCM will cover the cost of an annual standard eyesight test (normally up to £25) and contribute £50 towards the cost of glasses, provided that they are for use with VDUs. We will also cover the cost of hearing tests.</p>
Employee Assistance Programme	<p>All RCM staff can get free and confidential advice from Confidential Care (CiC). The service is open 24 hours per day, 365 days per year, by telephone or via the web.</p>
Professional Development	<p>The RCM is committed to the support of training and professional development for all members of staff and a range of opportunities are available.</p>

About Us

The College	<p>Opened in 1883 by the then Prince of Wales, the Royal College of Music (RCM) is a world-leading music conservatoire with a prestigious history and contemporary outlook. The RCM is a vibrant community of talented and open-minded musicians, with over 900 students from more than 60 countries studying at undergraduate, masters or doctoral level in the Senior College throughout the week and 300 students on a Saturday in the Junior Department. Former students of the RCM hold key roles in music and the arts in all parts of the world - as performers, teachers, composers, conductors and animateurs. The RCM was ranked as the global top institution for both Music and Performing Arts in the 2025 QS World University Rankings by Subject. The College has held this world-leading place in Performing Arts for four successive years, while Music is a new subject introduced to the rankings in 2024.</p>
Staff	<p>The RCM has over 250 members of professorial (teaching) staff and over 100 teachers in the Junior Department - the majority of whom are busy professionals with worldwide reputations, who include teaching among the various musical activities that they regularly undertake. Their work, and the work of the College as a whole, is supported by a team of over 100 administrative staff.</p>
Location	<p>The RCM benefits from its particular location in South Kensington - one of the most attractive and interesting parts of central London. The area is well-served by public transport: South Kensington tube station is within ten minutes' walk; several bus routes pass the Royal Albert Hall. Kensington Gardens and the renowned museums of Exhibition Road, the Natural History Museum, the Victoria & Albert Museum and the Science Museum, are only a short walk away; Imperial College of Science, Technology & Medicine is next door; the Royal College of Art and the Royal Albert Hall</p>

are just across the road. The area, known originally as Albertopolis, emerged as a location for national institutions in the arts and sciences after the Great Exhibition of 1851 largely because of the enthusiasm of Prince Albert. Relationships with neighbouring institutions are friendly and supportive.

Department

The Estates & Facilities department provides a key function in supporting the College's core business. It is responsible for all hard and soft facilities management services, all aspects of property management, front of house, project management and all aspects of Health, Safety and Environment.

The Royal College of Music is an Equal Opportunities employer.

Aida Berhamovic
Director of Estates
October 2025

