
Philharmonia

Box Office & CRM Manager

May 2026

Overview of the Organisation

The Philharmonia Orchestra is one of the world's great orchestras and has been creating thrilling performances for a global audience since 1945.

Artistic Leadership

Celebrated young Finn Santtu-Matias Rouvali is our Principal Conductor. Santtu follows in the footsteps of great artists including Herbert von Karajan, Otto Klemperer and Riccardo Muti. His immediate predecessor Esa-Pekka Salonen is our Conductor Laureate, and Christoph von Dohnányi is our Honorary Conductor for Life. In 2023, Marin Alsop joined the Philharmonia family as Principal Guest Conductor.

This inspirational artistic leadership is at the core of our work on the concert platform, which we then complement with a diverse range of titled artists which change season by season. Together with the orchestra, these artists help us shape a programme of performances and projects of the highest quality and distinctiveness.

Organisational Overview

The Philharmonia is a registered charity and as one of the four London self-governing symphony orchestras comprises 80 musicians from 16 countries. The Board is led by Howard Davies and includes a strong player voice through members of the orchestral committee headed up by President James Buckle. The management team of 40 administrative and backstage staff is led by CEO Thorben Dittes and an Executive Team of six.

Our artistic home is the Southbank Centre in the heart of London, where we give around 25 performances a year. We also have residencies in Bedford, Leicester, Canterbury, and Basingstoke, encompassing longstanding Learning & Engagement projects as well as regular concerts. Additionally, the orchestra is resident at Garsington Opera and the Three Choirs Festival.

From LPs to Virtual Reality, we have always been pioneers in using technology to bring our music to the widest possible audience. We have 1 million listeners each month on Spotify, over 500,000 social media followers, and a vibrant YouTube channel with annual viewing figures of almost 3 million.

The future

Following the challenges of the Covid pandemic and a change in executive leadership the organisation has undertaken an extensive mission-vision-values exercise, involving musicians, staff, Board and external stakeholders. The resulting forward direction connects its illustrious musical history and artistic DNA of international excellence, with a firm focus on innovation and the future of the orchestral experience for both audiences and musicians.

The next steps will be to create the detailed strategies, operational models and standouts defining artistic projects which enable us to move towards our vision of the future of a thriving, equitable society with orchestral music at the heart of cultural life, where musicians are celebrated for the work they do to make the world a better place.

Could you be part of that future?

Job Title

Philharmonia

Box Office and CRM Manager

Position Summary

The Philharmonia is seeking to appoint a Box Office and CRM Manager to lead the management, development and optimisation of the Orchestra's CRM strategy, systems and audience experience. The roles focus on ensuring a seamless customer journey while overseeing the effective operation of the Box Office and the ongoing development of Tessitura.

This is a key role overseeing both the day-to-day operation and strategic development of the Philharmonia's Box Office and CRM function. The successful candidate will play an important role in developing ticketing and customer strategies that maximise sales income, improve conversion and enhance the audience experience.

As a public facing member of staff, the Box Office and CRM Manager will be a key representative of the Orchestra, ensuring customers receive a welcoming, efficient and accessible service whether booking online, by phone or in person. A proven track record of delivering excellent customer service is therefore essential.

The role will also lead on the effective management and ongoing development of Tessitura, supporting audience insight, segmentation, reporting and customer journeys across the organisation. Working closely with colleagues across Marketing, Development, Finance and Concerts, the successful candidate will help ensure that customer data is used effectively to support audience growth, income generation and informed decision-making.

Previous experience of using Tessitura is essential. From hall dressing and campaign set-up to system optimisation, reporting and user support, this role will be one of the Orchestra's lead Tessitura users. Experience of working within a Tessitura consortium would be advantageous.

Key Responsibilities

Strategic planning and implementation:

- Work closely with Marketing and Development colleagues to develop and implement CRM strategies that support audience growth, income generation, membership retention/acquisition and fundraising objectives
- Develop customer journeys, audience segmentation and data-led approaches that improve conversion, retention and engagement across the customer lifecycle
- Support the development of sales forecasts, benchmarks and performance analysis, providing insight to inform campaign planning, pricing and decision-making
- Work with Marketing colleagues to develop and implement promotions, campaigns and tracking mechanisms
- Identify opportunities to improve efficiency, increase conversion and enhance the customer experience through CRM optimisation, automation and process improvements
- Ensure CRM processes, reporting and audience data support the Orchestra's strategic priorities and audience engagement goals
- Work with the Friends team to ensure membership schemes are effectively structured, maintained and optimised to support recruitment, retention and income growth

Project Management:

- Oversee the day-to-day operation of the Philharmonia's Box Office across all performances and events
- Lead ticket sales activity across all channels, ensuring a smooth and efficient booking experience for customers
- Act as a senior point of contact for customer enquiries, complaints and complex ticketing issues
- Lead on set up and implementation of new seasons, events and sales activity
- Ensure events, pricing structures, memberships and ticketing offers are accurately implemented and maintained within Tessitura
- Maintain high standards of data accuracy and integrity across Box Office and customer records
- Review and improve Box Office procedures and customer-facing processes to support operational efficiency and customer satisfaction
- Champion accessibility across all ticketing and customer service activity

Leadership & Management:

Philharmonia

- Work with the Senior Data & Audience Insight Manager as Tessitura co-lead for the organisation, helping to shape CRM best practice and development
- Develop and deliver training for staff across departments to ensure confident and effective use of Tessitura and Box Office activities
- Create and maintain clear documentation, processes and guidance to support the consistent use of CRM systems across the organisation
- Ensure organisational compliance with relevant legislation and industry standards, including GDPR, PCI and data protection requirements
- Keep abreast of developments in Tessitura, CRM, ticketing and audience engagement through professional networks, training and sector events, sharing knowledge and recommendations across the organisation
- Champion best practice in customer service and audience experience, promoting a culture that prioritises welcome, accessibility and continuous improvement

Skills and Qualifications

Essential

- Minimum three years' experience in a CRM, ticketing, audience data or related role
- Advanced knowledge and practical experience of Tessitura
- Experience managing and maintaining CRM systems and customer databases
- Experience producing audience analysis, reporting and business insight
- Strong understanding of customer relationship management principles
- Excellent attention to detail and commitment to data accuracy
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills
- Ability to explain technical concepts to non-technical colleagues
- Ability to manage multiple priorities and meet deadlines
- Commitment to delivering outstanding customer experiences
- Interest in music, culture and the arts
- Willingness to work evenings and weekends

Desirable

- Experience of implementing CRM upgrades or major systems projects
- Experience working within a Tessitura consortium
- Experience of customer journey mapping and audience segmentation
- Experience of marketing automation and CRM-driven campaign delivery
- Experience working within an arts, cultural or performing arts organisation
- Knowledge of accessibility best practice within ticketing and audience services

Reporting Structure

Reporting into the Head of Marketing, this role is of critical importance and at the core of our operation at the Royal Festival Hall. This role will work with all internal departments, as well as external venues and consortium members.

Employment Type

- Contract: Full time
- Hours: 9.30 – 17.30, Monday – Friday (35 hours per week) plus evening and weekend work as required

Salary and Benefits

- £30-35k depending on experience
- Pension contribution in line with organisational policy

Location

Philharmonia

The role will be based at our administrative office in Southwark, London SE1; however, the role will require travel within London on a frequent basis and to other UK (and international) locations.

Application Process

- Email CV and cover letter to: team@theHRhub.co.uk
- Subject: Philharmonia – Box Office & CRM Manager
- Closing Date: Sunday 5 July
- First interviews: Thursday 9 July

Equal Employment Opportunity Statement

The Philharmonia Orchestra is committed to ensuring equitable opportunities and a welcoming environment for all those that engage in our work. We strive for a more representative workforce and encourage applications from under-represented groups in the UK arts workforce, particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community. We are a Disability Confident Employer. If you require any adjustments to apply for this position or attend an interview, email team@theHRhub.co.uk with 'Reasonable Adjustments - Philharmonia' in the subject line.