WIMBLEDON BOOKFEST

Wimbledon BookFest Box Office Manager

Job Title: Box Office Manager

Sales and Marketing Focus

Contract: Full-time, Temporary (12 weeks August – November 2025)

Location: Wimbledon, London (limited hybrid working negotiable)

Reports to: Festival Director

Fee: £10,000 Project Fee

Application Deadline: Monday 4 August 2025

Email: jobs@wimbledonbookfest.org

We are seeking an experienced **Box Office Manager** to oversee the day-to-day running of our **Spektrix ticketing system** for Wimbledon BookFest 2025.

This is a **hands-on, fast-paced temporary role** suited to someone with excellent technical skills in **Spektrix**, strong sales and customer focus. We are seeking someone with a good understanding of marketing principles necessary to optimise audiences within a limited lead time. Considering the wide range of event genres the festival programme provides to bring your expertise in segmentation, e-newsletter integration, audience development, re-engagement tactics, retention and memberships.

About Wimbledon BookFest
Wimbledon BookFest, London's leading literature festival, returns for its eighteenth year this autumn (**Thursday 16 to Sunday 26 October 2025**), for ten days of exhilarating events focussed on culture, community and connection. Bringing the very best authors, artists, commenters, journalists and entertainers together with audiences from across South London and the Southeast to 5 venues in 3 central Wimbledon locations. Our small team work closely and collaboratively to support one another.

Key Responsibilities
Box Office Management

- Configure all events, price types, discounts, and seating plans in **Spektrix**
- Respond to and manage changes to events, cancellations, postponements etc
- Manage ticket allocations, holds, offers, and internal reporting
- Oversee in-person, online, and phone sales channels
- Create a culture of excellent customer service in multiple venues
- Manage the box office team and provide training for temporary staff and volunteers, recruiting team members where required.
- Manage ticket scanning systems and equipment for on-site events
- Ensure GDPR compliance and data accuracy
- Act as the first point of contact for Spektrix troubleshooting during the festival ticket sales period
- Manage memberships schemes and support recruitment

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Marketing & CRM Support

- Use Spektrix's CRM tools to:
  - Segment audiences for targeted email campaigns
  - Track promotions and concessions
  - Build customer lists for lapsed bookers and new audiences
- Assist in deploying campaign emails via Mailchimp or Dotdigital
- Produce post-event sales and attendance reports to inform marketing follow-up
- Liaise with external web developers to optimise customer journey and troubleshoot ticketing integrations

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Person Specification

Essential

- Proven experience as a **Box Office Manager** using **Spektrix or similar**
- Strong knowledge of **Spektrix functionality** including offers, segmentation, reporting, and web integrations
- Excellent attention to detail and confident working independently
- Good understanding of CRM and audience development in a marketing context
- Excellent written and verbal communication skills
- Calm under pressure with strong problem-solving abilities
- Comfortable working evenings/weekends during the festival
- Knowledge of GDPR and data handling best practices
- Knowledge of Gift Aid processing
- Take a flexible and responsive approach.

Desirable

- Experience working in festivals, events or temporary box office environment
- Familiarity with Mailchimp, Dotdigital, or similar e-marketing systems
- Experience training box office/front-of-house teams

Key Dates

- Application deadline **Monday 4 August**
- Interviews **Friday 15 August**
- Contract begins: **End of August / early September**
- Festival dates: **16 – 26 October 2025**
- Contract ends: **Early November 2025**

To Apply

Please send your **CV** and a short **covering email** outlining your relevant experience to **jobs@wimbledonbookfest.org**