

Box Office & Cinema Manager

Job Title:	Box Office & Cinema Manager
Reports to:	Marketing & Communications Manager
Direct reports:	Customer Service & Cinema Assistants
Contract type:	Permanent
Pay Grade:	£27,250 per annum
Contracted hours:	This post is 35 hours per week, worked across five days out of seven, with two days off. The role requires flexibility, including evening and weekend working, in line with the Theatre's performance and cinema schedule.

The postholder will be based at the Box Office/Reception desk.

About Us

Cumbernauld Theatre is a regional performing arts venue serving Cumbernauld's population of 55,000+ and the surrounding communities of North Lanarkshire and the Northern Corridor, as well as neighbouring areas including Falkirk. The organisation presents a programme of diverse, professional performing arts and cinema events, opportunities for the local community to take part in creative activities, development support for Scotland's creative performing arts sector and, in partnership with North Lanarkshire Council, provides an excellent venue for local community performing arts organisations to present their own work. With a 60-year history of producing our own work, we continue to support emerging directors and creatives.

Our Vision

To be the cultural heart of Cumbernauld in North Lanarkshire, engaging our communities and strengthening Scottish performing arts.

We bring people together through performances on stage and screen, provide opportunities to create and take part in the arts and help develop Scotland's performing arts professionals.

Our Values

- We believe in what we do, who we do it for and with.
- We take care of those we engage with and each other.
- We listen, learn and adapt to the needs of our communities

KEY RESPONSIBILITIES

Box Office Operations

- Lead and manage the Box Office service, including direct delivery during staff absence or peak periods, ensuring strong customer engagement, ticket sales and revenue growth.
- Set up and manage live events and cinema screenings in Spektrix, ensuring accurate ticketing across in-person, telephone and online sales channels, and working with relevant departments to ensure timely and accurate information.
- Oversee customer journeys, complaints, feedback, refunds and exchanges in a professional and timely manner.
- Keep the Box Office team fully briefed on sales targets, promotions, special offers and marketing initiatives.
- Produce daily, weekly and event-specific sales and analysis reports to inform decision-making, targets and future planning.
- Liaise with visiting companies regarding ticket offers and provide regular sales reports.

Cinema Coordination

- Deliver an audience-led cinema programme, using data and feedback to shape film selection and respond to local demand.
- Build and maintain relationships with third-party partners to ensure film selections reflect audience demand and share Box Office reports in a timely manner.
- Plan and manage screening schedules, special events (Q&As) and audience engagement initiatives to maximise attendance.
- Oversee, in collaboration with the Front of House team, day-to-day cinema operations, ensuring technical readiness (using GDC and Lansat), compliance and customer satisfaction.

Audience Development and Marketing Support

- Work closely with the Marketing & Communications team to grow and diversify audiences across the full programme of events.
- Analyse audience data, demographics and sales trends to inform programming, pricing and engagement strategies.
- Ensure Box Office and customer service activity supports marketing initiatives, including promotions, offers, upselling and cross-selling.

- Support initiatives that improve access and inclusion, including subtitled, relaxed, sensory-friendly and accessible events.
- Contribute to campaign planning by identifying opportunities, audience segments and priorities based on sales performance and insight.
- Support the delivery of marketing campaigns within the venue, ensuring signage and print materials are accurate, up to date and aligned with agreed schedules.

Staff Management and Leadership

- Manage and schedule Customer Service and Cinema Assistants to maintain appropriate staffing levels for Box Office operations.
- Support staff training and development, performance management and HR processes in line with organisational policies.
- Act as Front of House Duty Manager during cinema screenings as required, supporting staff and maintaining a welcoming and safe environment.
- Oversee day-to-day ticketing, cash handling and merchandise operations, maintaining high standards of customer service.
- Provide bar cover during cinema screenings as required, ensuring compliance with licensing regulations.

Financial and Administrative Support

- Oversee cash handling, EPOS use, reconciliations and financial reporting, working with finance colleagues on settlements and administration.

Health, Safety and Compliance

- Ensure compliance with health and safety legislation, licensing requirements (cinema, alcohol, public entertainment) and organisational policies.
- Support risk assessments and safe working practices (COSHH, PPE, RIDDOR), maintaining a safe and inclusive environment for audiences, staff and visiting partners.

Strategic and Organisational Contribution

- Champion the cultural, social, and community role of Cumbernauld Theatre.
- Contribute to continuous improvement of systems, processes and customer experience.
- Undertake any other reasonable duties required to support the organisation's objectives.

PERSON SPECIFICATION

	<i>Essential</i>	<i>Desirable</i>
Qualifications and Training	<ul style="list-style-type: none"> • Training or Qualification in Leisure/Amenity/Arts/Venue/Hotel/Hospitality or similar • First Aid Qualification 	<ul style="list-style-type: none"> • IOSH • Driving Licence
Knowledge and Experience	<ul style="list-style-type: none"> • Experience using Spektrix or equivalent ticketing and CRM systems, including event set-up, sales tracking, reporting and cash handling. • Experience delivering or supporting a live performance or cinema programme within an arts or community venue. • Demonstrable experience in a box office, cinema, theatre or similar customer-facing venue environment. • Experience working collaboratively across teams to ensure smooth delivery of screenings or events. • Experience using audience data, sales trends, and feedback to inform programming, scheduling, and audience development. • Strong customer service experience, including managing enquiries, complaints, refunds, and delivering a high-quality audience experience. • Working knowledge of health and safety legislation and compliance within a public venue, including risk assessments and safe working practices. • Understanding of licensing requirements relevant to cinema and live events (e.g. public entertainment, film exhibition, alcohol licensing). 	<ul style="list-style-type: none"> • Experience coordinating cinema operations, including scheduling screenings, planning programmes, and supporting delivery of film events. • Practical understanding of cinema exhibition, including technical requirements such as digital projection, sound, formats (e.g. DCP), and screening logistics. • Experience supervising staff, managing rotas and supporting team performance in a busy operational environment.

General Competencies	<ul style="list-style-type: none"> • Attention to detail. • Commitment to ongoing professional development, staying current with digital marketing trends and technologies. • Excellent customer service and communication skills, both face-to-face and over the phone. 	
Personal Attributes	<ul style="list-style-type: none"> • Friendly, approachable and reliable with a strong work ethic. • Calm under pressure and committed to delivering a high-quality customer experience. • Flexible and willing to learn. 	

The post-holder will be required to pass a standard Disclosure Scotland background check.

Pension: Contributory pension scheme available with NEST

Location: Cumbernauld Theatre, South Kildrum Ring Road, Cumbernauld, G67 2UF.

Contract: Permanent

Contracted Hours: This post is 35 hours per week, worked across five days out of seven, with two days off. The role requires flexibility, including evening and weekend working, in line with the Theatre's performance and cinema schedule.

Holidays: 34 which includes 5 flexible public holidays and 4 fixed public holidays on 25 and 26 December and 1 and 2 January.

Right to Work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006

References: Offers of Employment are subject to the receipt of satisfactory references.

Additional Benefits: A staff discount scheme applies to all employees for cinema, performances and the bar/kiosk.

Notice period: 1 Month

Location: Cumbernauld Theatre at Lanternhouse, South Kildrum Ring Road, Cumbernauld G67 2UF

We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as we are keen for our team and work to be informed and representative of the diverse community we serve.

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