



Royal Court Theatre
Sloane Square, London, SW1W 9AS
Admin 020 7565 5050
royalcourttheatre.com
info@royalcourttheatre.com

The Jerwood Theatres at the Royal Court Theatre
The English Stage Company Limited at the Royal Court Theatre
Registered in England & Wales company number 539332
Registered charity number 231242 VAT number 238 9311 47

The Royal Court is the writers' theatre. It is the leading force in World theatre for vigorously cultivating writers – undiscovered, new and established. Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. We seek stories from everywhere and create theatre for everyone and we see our audience as one of our chief collaborators.

Applications are invited for the post of: BOX OFFICE ASSISTANT (PART TIME)
Responsible to: SALES & TICKETING MANAGER

The Royal Court is the home of the English Stage Company Limited (ESC) and is the UK's leading theatre dedicated to new writing.

Up to 16 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court's home on Sloane Square. Over 100,000 people visit the Royal Court every year and over 100,000 more see our work elsewhere, including transfers to the West End and New York, National and International touring, online projects and London residencies in Tottenham and Pimlico.

A significant amount of play development activity takes place year-round. This work aims to find and nurture the most talented new writers and develop the highest quality plays, for which the Royal Court is internationally renowned. There is an ongoing programme of writers' attachments, readings, workshops and playwriting groups.

The Royal Court Theatre also has two commercial subsidiaries, Royal Court Theatre Productions Ltd (RCTP), which facilitates the transfer of Royal Court productions to the West End and ESC Catering Limited set up to run the catering operation at the theatre.

The ESC is an equal opportunities employer. We aim to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, civil status, class, colour, disability, ethnic or national origins, gender identity, marital status, nationality, race, religious belief or sexual orientation. Applications from Deaf and disabled people are welcome.

The English Stage Company (no. 231242) is a publicly funded registered charity

DEPARTMENTAL STRUCTURE

The team comprises a mixture of full time, part-time and casual Box Office Sales Assistants reporting to the Sales Manager.

DRESS

There is no box office uniform but you should be presentable and dressed appropriately for a public facing position at all times.

MAIN PURPOSE:

To provide excellent customer service via telephone, email and in person to all Royal Court customers. Capturing data accurately and effectively using the Spektrix ticketing system, whilst championing and being knowledgeable about the work of the Royal Court.



KEY RESPONSIBILITIES:

- Working both self-sufficiently and as part of a team in the day-to-day operational running of the Box Office.
- Providing excellent levels of customer service via telephone, on email and in person.
- Providing an efficient and welcoming service to the public, staff, artists and any co-producers or outside managements involved at the Royal Court.
- Providing an efficient ticketing service for the Royal Court theatre and any productions transferred to other theatres.
- Maintaining a consistent, accurate and useful customer database using the Spektrix ticketing system.
- Helping to maximise ticket sales in co-operation with the wider communications department and promote the work of the Royal Court on an ongoing basis.
- Being knowledgeable, and able to provide accurate and useful information, about the Royal Court's productions and facilities.
- Watching Royal Court productions at dress rehearsal or preview stage and being able to talk confidently about the work to our audiences.
- Undertaking relevant administrative tasks to ensure the smooth running of the box office operation
- Processing house seat requests from senior staff and visiting producers, monitoring the house seats email and responding promptly to enquiries.
- Adhering to and promoting the company's policies, including health and safety, equal opportunities, diversity, and sustainability.
- Attending regular company and department meetings as required.

To carry out any other duties required by the theatre in pursuance of the above objectives.

PERSON SPECIFICATION

Essential:

- Excellent customer care skills.
- Previous experience of using a computerised box office and/or CRM system.
- Ability to think on your feet, find solutions and make quick decisions with confidence.
- Diplomatic skills, with the ability to recognize and address the needs of a wide range of customers, VIPs, staff and visiting companies and producers.
- Enthusiastic team worker with excellent interpersonal skills.
- Knowledgeable and passionate about the work of the Royal Court.
- Excellent attention to detail.
- Excellent written and verbal communication skills.
- General computer literacy (word, excel, outlook etc.)

Desirable:

- Previous experience of working with Spektrix.
- An understanding of the wider theatre and arts scene in the UK.
- An interest in marketing principles.



TERMS & CONDITIONS:

Title of post: Box Office Assistant (Part Time)

Hours: 20 Hours per week

This is a part time role and you will generally work **20 hours each week. This role is suitable for candidates interested in working flexible hours including mornings, evenings and/or weekends.**

Hours are scheduled by the Sales Manager and may change in response to the activity in the theatre. Occasionally optional additional hours cover for colleagues' holiday and sickness may be required. If you work in excess of 20 hours you will be paid for any additional time on an hourly rate,

Contract: Permanent

Salary: £22,838 pro rata per year.

Holiday: 28 days pro rata per year, inclusive of statutory holidays

Pension:

The English Stage Company operates a defined contribution pension scheme. All eligible staff members will be automatically enrolled after three months' service and contributions will be made at the current rates as set by the Pensions Regulator, which is 8% of qualifying earnings (3% employer/5% employee). For more details, please visit: <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>

All permanent members of staff who have completed their probation period are entitled to join the English Stage Company's salary sacrifice pension scheme, where contributions will be matched up to a maximum of 5% of gross salary provided that the minimum total contribution under auto-enrolment rules is met.

Other Benefits:

- Complimentary tickets for preview performances, subject to availability and the Royal Court's staff ticket policy.
- Interest free season ticket loan, cycle to work scheme, free life assurance, subsidised exercise classes
- Discount on meals and drinks in the Royal Courts Bar and Kitchen.
- Discount on all purchases in the theatre's Bookshop, subject to discount policy.

Application Procedures:

Please note that only applications submitted on the Royal Court's standard Application Form can be considered, CVs are not accepted. Application Forms can be downloaded from:

<https://royalcourttheatre.com/about/jobs/>

Once the Application and Equal Opportunities Forms are completed please return, by the closing date below, to:

Email: recruitment@royalcourttheatre.com

By post: Recruitment, English Stage Company, Royal Court Theatre, Sloane Square, London SW1 8AS

Closing date for applications: Friday 17th May 4pm. Interviews w/c 27 May.