

Recruitment Pack



SEASONAL VISITOR SERVICES DUTY MANAGER



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ABOUT US

Established in 1932, the multi-award-winning Regent's Park Open Air Theatre is one of the largest theatres in London (at a capacity of 1,304). Passionate about producing popular, enriching and unexpected theatre that provides a lens into the here and now, the scale and ambition of our productions together with our magical outdoor setting makes us unique in the capital's cultural landscape. In 2024 we welcomed over 180,000 people to our 27-week summer season.

Over the last fifteen years, our productions have won seven Olivier Awards, ten WhatsOnStage Awards, and four Evening Standard Awards. We were named London Theatre of the Year in 2017 by The Stage, and received the Highly Commended Award for London Theatre of the Year in 2021. Our productions have toured the UK, and have transferred to both the West End and the United States. Our 2016 revival of *Jesus Christ Superstar* has just finished tours of both the UK and North America, and has recently commenced a tour of Australia. Our 2024 revival of *Fiddler on the Roof* will transfer to London's Barbican Theatre this summer, followed by a UK and Ireland tour.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we introduced 33,000 tickets at £15 across the whole of 2024's summer season and we regularly work with local charities. Each year, on average, we subsidise tickets for 6,000 school pupils.

Food and drink plays a significant role in the Open Air Theatre experience, with our in-house bars and restaurants including Covered Dining (recently certified as a Sustainably Run Restaurant), The Grill and The Pizza Oven. We also have our own picnic lawn and the West End's longest bar!

Regent's Park Open Air Theatre has become one of the most independently sustainable and financially successful producing theatres in the country, and we're proud to embark on the next stage of our vision with ever increasing artistic ambition and entrepreneurial spirit.



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**REGENT'S PARK OPEN AIR
THEATRE IS A MAGICAL
SANCTUARY FROM THE HUSTLE
AND BUSTLE OF THE CAPITAL.**

The Times

OUR VISION, MISSION & GUIDING VALUES

VISION

To help people
make sense of
the world under
a shared sky.

MISSION

Celebrating our unique
and experiential
outdoor setting,
we create popular,
enriching and
unexpected theatre
that provides a lens
into the here and now.

GUIDING VALUES

Ambitious
Open
Independent
Connected
Joyful

UNDERLYING PRINCIPLES

01 **Equity, Diversity & Inclusion**

03 **History & Heritage**

02 **Environmental Sustainability**

04 **Civic Responsibility**

STRATEGIC PRIORITIES

01 **Producing Expansion**

02 **Developing Audiences & People**

03 **Organisational Growth**



**REGENT'S PARK OPEN AIR
THEATRE IS FAST BECOMING
THE NEW POWERHOUSE
FOR EYE-OPENING MUSICAL
REVIVALS.**

Broadway World

JOB ROLE

KEY RESPONSIBILITIES

We are looking for a driven and passionate individual to join our Visitor Services Team as a duty manager for our 2025 season. Working in the Visitor Services and Operations department, you will be managing the box office and front of house operations on a day to day basis in one of London's leading producing theatres.

Box Office

- Overseeing the physical box office during performance incomings.
- Overseeing the smooth running of the venue and box office operation, including documentation of staff training and enforcement of company policies and procedures relating to the ticketing system.
- Maintaining relationships with the ticket agents to manage sales and allocations.
- Safe-keeping all income, ensuring that accurate and consistent accounting, cash-handling and banking practices are maintained across the department.
- Facilitating group, access and education bookings, from reservation through to payment.
- Maintaining accurate customer database records, ensuring compliance with General Data Protection Regulations (GDPR).



Visitor Services

- Overseeing the Visitor Services Assistants to ensure jobs are completed in a timely manner, and that attendance, punctuality and presentation is satisfactory, bringing any concerns to the attention of the Visitor Services Management Team.
- Being a highly presentable, visible and accessible management presence during opening hours and to represent the company with diplomacy, discretion and courtesy at all times.
- Training, developing and working closely with all Supervisors and Visitor Services Assistants to deliver the highest level of customer service and meet health and safety requirements.
- Proactively managing and monitoring the box office and visitor services email inboxes, ensuring that all customer enquiries and weather exchanges are dealt with promptly.
- Dealing with all in-person customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, escalating as necessary.
- Assisting with recruitment and interviews of the seasonal team.
- Regularly check the spaces and rehearsal rooms to ensure rooms are presented to a high standard and reporting any issue.
- Providing Stage Door cover when required.
- To facilitate evening and weekend hirers where requested.
- Any other duties as reasonably requested by the Visitor Services management team.

Duty Manager

- Working on a rota basis with regular evening and weekend work, acting as the most senior operational manager; ensuring the safety, comfort and enjoyment of all members of the public and staff.
- Ensuring compliance with all licensing, fire, security, safety and other company regulations and policies, in the event of an emergency, leading the response in line with company policies and procedures and liaising with the emergency services as necessary.
- During performances, working alongside the Company Stage Manager to ensure performance start times are adhered to, as well as effective audience management during weather show pauses and delays.



PERSON SPECIFICATION

The right candidate will have a passion for working in a busy customer-facing environment and be comfortable managing a large team. It is a great opportunity for someone with good problem-solving skills, hoping to gain front line experience in a very unique open air venue.

Essential

- Excellent attention to detail with a high standard of presentation.
- Ability to communicate effectively with a wide variety of people at all levels in a confident and friendly manner.
- Good written and spoken English with proven interpersonal skills.
- Demonstrable enthusiasm, understanding and experience of customer service and sales techniques.
- Positive approach to customer service with the ability to deal with complaints and challenging situations effectively and appropriately.
- Good computer literacy including Microsoft Word and Excel.
- Proven ability to work well both independently and within a team.
- Calm, organised and tactful approach.
- Understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.

Non-Essential

- Previous experience of working in a theatre.
- Previous supervisory experience in a theatre or similar organisation.
- Previous supervisory and user experience of any major box office system.
- First Aid qualification



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AS DARKNESS ENCROACHES,
THERE IS NO MORE GLORIOUS
PLACE TO GET ONE'S FILL OF
CULTURE.

The i

TERMS & CONDITIONS

Job Title:

Seasonal Visitor Services Duty Manager

Responsible to:

Head of Visitor Services and Operations

Supported by and working directly with:

Visitor Services Managers

Working closely with:

Visitor Services Front of House Supervisors and Visitor Services Assistants

Contract:

Part-time or full-time, fixed-term until 27th September 2025

Basic Working Hours:

Up to 40 hours a week on a rota basis across 7 days with regular evening and weekend work.

Work Base:

Regent's Park Open Air Theatre, Stage Door, Open Air Theatre, London, NW1 4NU.
Remote working possible at times out of season, subject to agreement with Line Manager.

Salary:

£15.25 per hour, paid weekly by PAYE.

Benefits:

Contributory pension scheme.
Two complimentary tickets for each of the summer season's lead productions.
Staff discount at the theatre's bar and catering outlets.
Training and development opportunities.

Annual Leave:

Due to the nature of this contract, successful applicants will not be able to take holiday during the contract unless required by us; payment in lieu of unused holiday entitlement will be made at the end of the contract.

Notice Period:

1 month

Probationary Period:

1 month



ONE OF THE GREAT UNDERSUNG THEATRICAL SUCCESS STORIES, PACKED WITH AWARDS, AS WELL AS MOUNTING CRITICAL AND AUDIENCE ACCLAIM.

Evening Standard



HOW TO APPLY

To apply for this role:

Please download and complete the Personal Details Form and Application Form from our website (openairtheatre.com/jobs), and return to jobs@openairtheatre.com by no later than **12pm on Friday 9th May**.

Should you prefer to answer the questions in the Application Form by submitting a video of yourself (lasting no more than 10 minutes) or a voice note (lasting no more than 10 minutes) instead of a written form, then please do.

First Round interviews are currently scheduled to take place **week commencing 12th May**. We will notify you either way if you have been selected for interview or not.

Feedback will be provided to all first round interviewed applicants on receipt of a written request no later than 1 week after the date of interview. We regret that due to the volume of applications expected feedback cannot be provided to applicants who aren't invited to interview.

Should you have access requirements or need any reasonable adjustments to be made in order to apply for this role and/or attend an interview, please e-mail jobs@openairtheatre.com.

Regent's Park Open Air Theatre is an equal opportunities employer and our recruitment process is open to all, regardless of disability, ethnicity, sexuality, gender identity, religion, caring responsibilities, and/or socioeconomic background. Our aim is to achieve greater diversity so that our organisation better reflects the city and country in which we live and serve, and to foster an organisational culture that is inclusive, respectful and safe.

We welcome and encourage applications from people of all backgrounds, perspectives, identities and lived experiences, and in particular those of the global majority and those who are disabled.

Please click the following link to complete the survey which will help us to effectively monitor our Equity, Diversity & Inclusion work by identifying barriers to working or engaging with Regent's Park Open Air Theatre:
<https://www.surveymonkey.com/r/Y7V7PJS>.