



Recruitment Pack

STAGE DOOR & BOX OFFICE SUPERVISOR

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

The Times



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 2025 we welcomed just under 177,000 people to our 20-week summer season.

Drew McOnie assumed the role of Artistic Director in January 2024, and James Pidgeon was appointed Executive Director in 2021.

Over the last sixteen years, our productions have won ten 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 the UK, North America and Australia. Our Olivier Award-winning revival of *Fiddler on the Roof* transferred to the Barbican Centre in May 2025 ahead of a major tour of UK and Ireland through to January 2026.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have maintained 36,000 tickets at £15 across the whole of 2025's summer season, our BREEZE scheme enables those aged 18-25 to buy tickets for £10, 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, 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.

OUR VISION, MISSION & GUIDING VALUES



VISION	MISSION	GUIDING VALUES
<p>To help people make sense of the world under a shared sky.</p>	<p>Celebrating our unique and experiential outdoor setting, we create popular, enriching and unexpected theatre that provides a lens into the here and now.</p>	<p>Ambitious Open Independent Connected Joyful</p>

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 resourceful and driven individual to join our Visitor Services Team as a Stage Door & Box Office Supervisor. Based in our main administration building (which can be very busy, particularly in the height of the summer), you will oversee the Stage Door operation and assist with Box Office enquiries and bookings.

This role involves:

Stage Door

- Acting as the first point of contact for all staff, visitors and contractors arriving at Stage Door (where this role is based), providing a warm welcome to everyone.
- Answering the main switchboard, responding to general and/or ticketing enquiries, dealing with queries from members of the public, and overseeing all deliveries.
- Making, issuing and logging access passes and parking permits, overseeing sign in processes, and playing a proactive role in site security.
- Managing and ordering all office supplies (including refreshments), distributing mail and deliveries, and organising recycling collections.
- Ensuring all office and kitchen spaces are stocked on a daily basis.
- Assisting on all season-related events such as press nights, Trustee receptions, stakeholder entertaining, and end of season parties.



- Administratively supporting the work of other Departments across the organisation with tasks including but not limited to maintaining accurate databases, filing, archiving, ordering supplies and photocopying.
- Acting as a keyholder, opening and locking spaces when needed, and occasionally managing small hires outside of usual business hours.

Box Office

- Selling tickets over the phone, and covering on the Box Office counter when required.
- Answering email enquiries from customers.
- Offering information and advice to maximise sales.
- Overseeing the ticketing requirements of current and prospective key accounts, including groups, and education bookings.
- Having an excellent knowledge of current and future performances, related activities, promotions and products.
- Supporting the work of other Departments by assisting them with, and providing information from Spektrix.
- Complying with the organisation's GDPR and Privacy policies and procedures.

Health & Safety

- Maintaining a safe and secure working environment at all times, liaising with the Visitor Services Management to ensure any hazards are reported, minimised and managed appropriately.
- Ensuring all accidents and near misses are reported to the Visitor Services Management Team.
- Maintaining a thorough knowledge of safety and emergency procedures, acting as a Chief Fire Marshal and take an active role in any emergency situation.
- Any other duties as reasonably requested by the Visitor Services Management Team and the Director of Communications & Audiences.



PERSON SPECIFICATION

We are looking for a confident and proactive team player who has a keen interest in working in a busy producing theatre. This is a great opportunity for someone with good customer service skills and a flair for problem-solving hoping to gain experience in a very unique open-air venue.

We are open to one person undertaking this role on a full-time basis, or two people working part-time to fulfil this role on a job-share basis. Part-time applicants do not need to apply as a pair.

Essential

- Experience in a front-line customer service role with an understanding of sales techniques.
- Excellent general communication and customer service skills.
- Excellent written and spoken English with a strong ability to deal appropriately with a wide variety of people in a confident and friendly manner.
- Excellent organisational skills with the ability to juggle multiple priorities and proactively problem-solve.
- Good computer literacy including Microsoft Outlook, Word and Excel.
- A warm, welcoming and tactful approach with the ability to work independently and unsupervised whilst also supporting a strong team ethic.
- Calm, organised and diplomatic.
- An understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.



TERMS & CONDITIONS

Job Title:

Stage Door & Box Office Supervisor

Responsible to:

Head of Visitor Services & Operations

Working closely with:

Various permanent and seasonal staff across a range of departments

Contract:

Full-time, fixed-term for 2 years. We are open to part-time applications – please see the top of the Person Specification section.

Basic Working Hours:

45 hours per week (pro rata if working part-time), including breaks. Office hours are 9am – 6pm Monday-Friday, with occasional evening and weekend work required from time to time.

Work Base:

Regent's Park Open Air Theatre, Stage Door, Open Air Theatre, London, NW1 4NU.

Salary:

£32,708 per annum (pro rata if working part-time), paid monthly via 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.

Access to external wellbeing and therapy service.

Private health care after 1 year's continuous service.

Annual Leave:

22 days per annum (pro rata if working part-time) plus Bank Holidays and discretionary days in December to cover any potential festive shutdown period.

Notice Period:

2 months (1 month during Probationary Period)

Probationary Period:

6 months

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



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](#), and return to jobs@openairtheatre.com by no later than **10am on Thursday 12th February**.

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 on the **week commencing 23rd February**. 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 barriers removing 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 society in which we live and work, 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.

Regent's Park Open Air Theatre is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff to share this commitment. Successful applicants may be asked to undertake an Enhanced DBS check, dependent on the requirements of the role.

Please click the following link to complete [this anonymous 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. Your responses will remain separate to your application and will be anonymised and kept confidential.

<https://www.surveymonkey.com/r/Y7V7PJS>

