REGENT'S PARK
OPEN AIR
THEATRE

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 most artistically celebrated and successful independent producing theatres in the UK. With an auditorium of 1,304 seats, the scale and ambition of our productions together with our magical outdoor setting, makes us unique in the country's cultural landscape.

Passionate about producing popular, enriching and unexpected theatre that provides a lens into the here and now, we welcome 180,000 people to our 20-week summer season every year.

Regent's Park Open Air Theatre is led by Joint Chief Executives Drew McOnie (Artistic Director, since 2024) and James Pidgeon (Executive Director, since 2021).

Over the last fifteen years, our productions have won ten Olivier Awards, ten WhatsOnStage Awards, and four Evening Standard Awards; our 2024 production of *Fiddler on the Roof* holds the record for the most nominated musical revival in the history of the Oliviers. In 2025, we were one of six UK theatres to be shortlisted for Theatre of the Year by The Stage, and we received the Highly Commended Award for Visitor Attraction or Events Venue of the Year at the Kensington, Chelsea & Westminster Business Awards.

Beyond the Park, our productions continue to tour the UK and internationally, reaching a live audience of just under 1 million people worldwide in 2025 alone. Our 2016 revival of *Jesus Christ Superstar* is celebrating its tenth year of international touring, currently visiting New Zealand; the production also transferred to The London Palladium in June 2026 followed by a run at Theatre Royal Drury Lane, and embarks on a major UK tour from February 2027. *Fiddler on the Roof* is currently touring Australia into 2027, following its transfer to the Barbican Centre and UK & Ireland tour in 2025. Our new production of *CATS* began a major tour of the UK & Ireland in October 2026.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have over 46,000 tickets at £25 or under available across the whole of 2026's summer season, and we regularly work with a range of local stakeholders, civic partners, schools and community groups on a number of learning and engagement initiatives. Each year, on average, we subsidise tickets for 6,000 school pupils.

Our flagship artist development programmes include our Open Room observerships, the Theatre Dance Lab for early-career musical theatre choreographers, and The Treehouse Project workspace initiative.

OUR VISION, MISSION & GUIDING VALUES

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

UNDERLYING PRINCIPLES

01 Equity, Diversity & Inclusion

02 Environmental Sustainability

03 History & Heritage

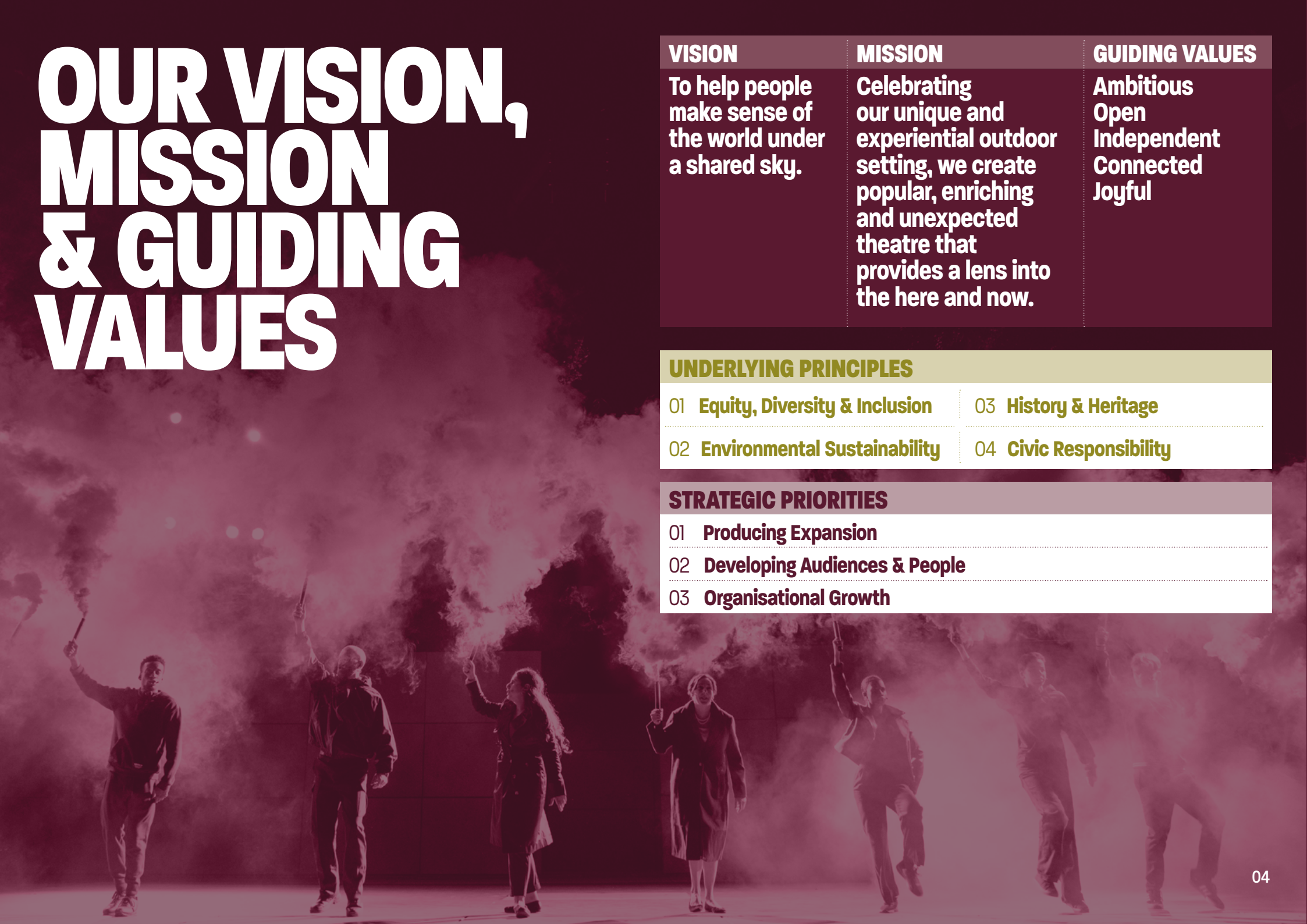
04 Civic Responsibility

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.

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.

If there are some skills in the Essential criteria that you do not currently have but feel you could learn and develop over time, please still apply and note this in your application.tion.



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:
Part-Time. Fixed-Term for 18 months with the possibility of extension.

Basic Working Hours:
18 hours per week on Thursdays and Fridays. Office hours are 9am – 6pm, with some 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:
£13,083.20 per annum 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.
Access to a season ticket loan scheme.

Annual Leave:
9 days per annum pro rata 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:
3 months.



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 **Friday 27th November 2026**.

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 7th December 2026**. We will notify you either way if you have been selected for interview or not. Second Round interviews are currently scheduled to take place on the **week commencing 14th December 2026**.

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.

disability confident COMMITTED

STAGE SIGHT

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/7GCJSSZ