

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.

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.



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

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.

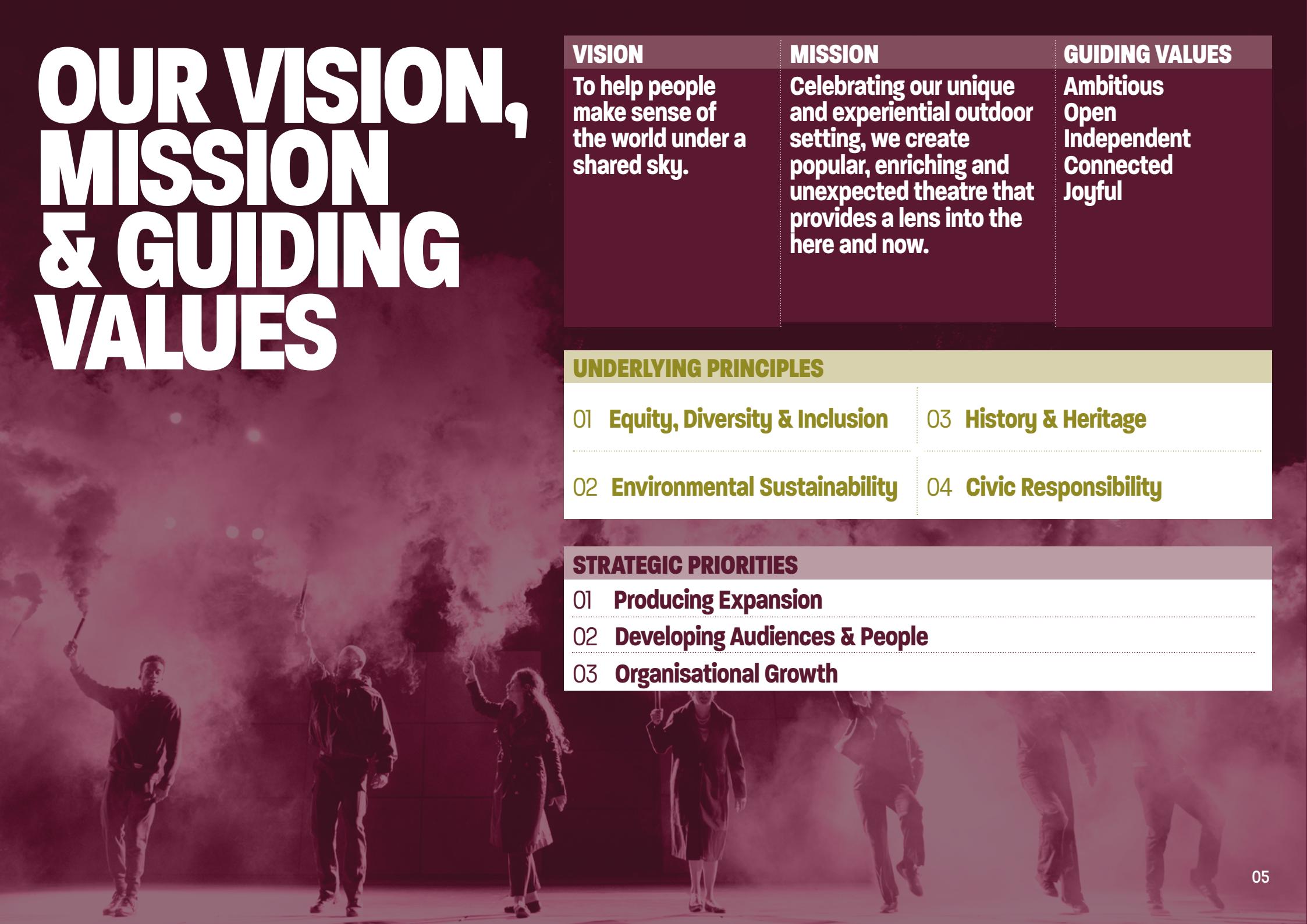


**REGENT'S PARK OPEN AIR THEATRE
IS FAST BECOMING THE NEW
POWERHOUSE FOR EYE-OPENING
MUSICAL REVIVALS.**

Broadway World



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

JOB ROLE

KEY RESPONSIBILITIES

Here at Regent's Park Open Air Theatre we are looking for a driven and passionate individual to join our Visitor Services team as a duty manager for our 2026 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.

This role involves:

Box Office

- Oversee the physical box office during performance incomings.
- Oversee 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.

- Maintain relationships with the ticket agents to manage sales and allocations.
- Safeguard all income, ensuring that accurate and consistent accounting, cash-handling and banking practices are maintained across the department.
- Facilitate group, access and education bookings, from reservation through to payment.
- Maintain accurate customer database records, ensuring compliance with General Data Protection Regulations (GDPR).

Visitor Services

- Oversee 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.
- Be a highly presentable, visible and accessible management presence during opening hours and to represent the company with diplomacy, discretion and courtesy at all times.
- Train, develop and work closely with all Supervisors and Visitor Services Assistants to deliver the highest level of customer service and meet health and safety requirements.



- Proactively manage and monitor the box office and visitor services email inboxes, ensuring that all customer enquiries and weather exchanges are dealt with promptly.
- Deal with all in person customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, escalating as necessary.
- Assist with recruitment and interviews of the seasonal team.
- Provide Stage Door cover when required.
- To regularly check the spaces and rehearsal rooms to ensure rooms are presented to a high standard and reporting any issues.
- To facilitate evening and weekend hirers where requested.
- Any other duties as reasonably requested by the Visitor Services management team.

Duty Management

- Working on a rota basis with regular evening and weekend work, you will represent the company, acting as the most senior operational manager; ensuring the safety, comfort and enjoyment of all members of the public and staff.
- Ensure compliance with all licensing, fire, security, safety and other company regulations and policies, in the event of an emergency, lead the response in line with company policies and procedures and liaise with the emergency services as necessary.
- During performances, work 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

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.

TERMS & CONDITIONS

Job Title:

Visitor Services Duty Manager

Responsible to:

Head of Visitor Services and Operations

Working closely with:

Visitor Services Front of House Supervisors and Visitor Services Assistants (Front of House and Box Office)

Contract:

Full-time, fixed term (17th March 2026 – 30th September 2026)

Basic Working Hours:

40 hours a week on a rota basis across 7 days. Regular weekend and evening work will be required.

Work Base:

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

Salary:

£15.56 per hour, paid monthly 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.

Mentoring support from the Open Air Theatre Team

Annual Leave:

N/A

Notice Period:

1 month

Probationary Period:

1 month

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 Monday 9th 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 **12th & 13th 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>

