

Recruitment Pack

**VISITOR  
SERVICES  
ASSISTANT  
(BOX OFFICE)**



REGENT'S PARK  
**OPEN AIR  
THEATRE**



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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.



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

The Times

# JOB ROLE


## KEY RESPONSIBILITIES

We are looking for enthusiastic and friendly team players to help facilitate the smooth running of our summer Box Office operation.

Visitor Services Assistants (Box Office) are the first point of contact for our audience, delivering the highest level of customer service and presentation, and offering information and advice to customers to maximise sales. This includes customer enquiries, taking bookings (both in person and over the phone) and assisting with education and third party bookings.

Working with all front line teams, successful candidates will ensure that the entire site is maintained to a high standard, providing a safe and welcoming environment for our audience, staff and visitors.

You will also work on Stage Door providing a first class welcome for all staff and visitors, and assisting the Administration Department as needed.



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

Broadway World



### **Box Office**

- Selling tickets face-to-face over the Box Office counter and over the phone;
- Answering email enquiries from customers;
- Providing a first-class welcome to all customers as they enter the theatre;
- Offering information and advice to maximise sales;
- Assisting with 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;
- Understanding and implementing the latecomers policy;
- Supporting the work of other departments by assisting them with, and providing information from Spektrix;
- Any other duties as reasonably requested by the Visitor Services Management Team.

### **Stage Door**

- Welcoming staff and guests to the building, including cast and creative teams;
- Issuing and logging access passes and parking permits;
- Working closely with the General Management team to hand over information as necessary;
- Receiving and distributing deliveries, as needed;
- Ensuring all office and kitchen spaces are stocked on a daily basis;
- Assisting with ad hoc tasks as required by the General Management team.

### **Health & Safety and Security**

- 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 are reported to the Visitor Services Management Team;
- Maintaining a thorough knowledge of safety and emergency procedures, act as a Fire Marshal and take an active role in any emergency situation;
- Assisting with security checks (including customer bag checks), reporting any issues or concerns to the Duty Manager.



# PERSON SPECIFICATION

## Essential

- Experience in a front line customer service role with an understanding of sales techniques.
- Excellent general communication and customer service skills.
- A willingness and aptitude to understand, promote, and retain information regarding Regent's Park Open Air Theatre's programme, schedule of events and retail products.
- Good cash-handling skills and experience.
- Ability to work well within and support a strong team ethic.
- Attention to detail and the highest standards of presentation.
- Excellent written and spoken English with a strong ability to deal appropriately with a wide variety of people in a confident and friendly manner.
- Availability to work unsociable hours.
- Excellent telephone manner.
- 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

- Experience of working in a box office environment.
- Experience of working in a reception or Stage Door environment.
- Previous user experience of any major box office system.
- First Aid qualification.



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

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# TERMS & CONDITIONS

**Job Title:**

Visitor Services Assistant: Box Office

**Responsible to:**

Head of Visitor Services and Operations

**Supported by:**

Visitor Services Managers, Visitor Services Duty Managers

**Contract:**

Fixed term. 22nd April 2025 – 27th September 2025.

**Basic Working Hours:**

18 or 30 hours per week.

Regular evening and weekend work will be required, as well as work on Bank Holidays.

**Work Base:**

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

**Salary:**

£13.30 per hour.

**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.

**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:**

2 weeks

**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](https://openairtheatre.com/jobs)), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com) by no later than **11am on Friday 14th March**. 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.

Interviews are currently scheduled to take place **week commencing 24th March**. 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.