

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 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.



**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

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**

# 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.**

### **This role involves:**

#### **Box Office**

- Selling tickets face-to-face over the Box Office counter and over the phone;
- Answering email and chat 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 producing and administration team to handover 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 producing and administration 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

**We are looking for enthusiastic candidates with experience of using a major Box Office system, or candidates who have experience working as part of a team and want to develop their skills in a theatre ticketing environment.**

## 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.



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

Evening Standard



# TERMS & CONDITIONS

**Job Title:**

Visitor Services Assistant (Box Office)

**Responsible to:**

Head of Visitor Services and Operations

**Working closely with:**

Visitor Services Managers, Visitor Services Duty Managers

**Contract:**

Fixed term from 13th April 2026 – 26th September 2026.

**Basic Working Hours:**

18 or 30 hours per week, depending on contract. The role will require regular work in the evenings and at weekends, as well as on Bank Holidays.

**Work Base:**

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

**Salary:**

£14.50 per hour, paid weekly 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.

**Annual Leave:**

Due to the nature of this contract, the successful candidate 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

# 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](mailto:jobs@openairtheatre.com) by no later than **11am** on **Thursday 5th 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.

First Round interviews are currently scheduled to take place on the **week commencing 16th 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.

**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](mailto: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](https://www.surveymonkey.com/r/Y7V7PJS) 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>**

