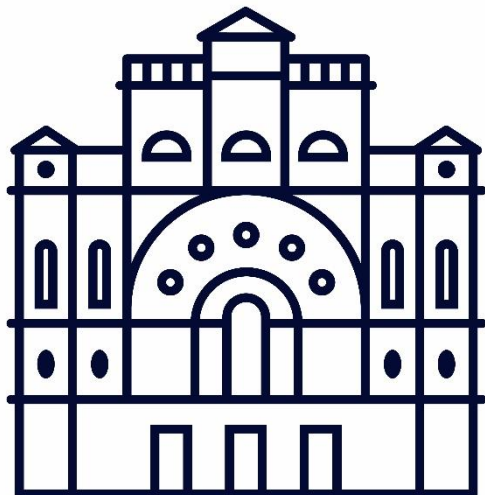




Box Office Supervisor

Fundraising & Communications

Permanent



**OPERA
HOUSE**

JERSEY

Welcome to Jersey Opera House

Great performances start with great people.



There aren't many workplaces where an ordinary day might involve a comedian arriving through Stage Door, a school group discovering live theatre for the first time, a technical rehearsal taking place on stage and hundreds of people walking through the doors that evening.

That's life at Jersey Opera House.

We're one of Jersey's best-known cultural landmarks, but behind the historic façade is a busy, ambitious organisation and a team of people working together to make extraordinary experiences happen.

Whether you work on stage, backstage, front of house, behind a desk or behind the bar, everyone has a part to play.

And we're always looking for people who want to play theirs.



Who We Are

125+ years of history. A new chapter ahead.

Jersey Opera House has been bringing people together through performance for more than 125 years.

Today, we are a registered Jersey charity with an ambition to be the cultural heart of the Island – inspiring our community through unforgettable performance and showcasing Jersey on a wider stage.

Following an extensive refurbishment and our reopening in 2025, we're building the next chapter of the Opera House.

Our programme brings together theatre, comedy, music, family entertainment, community activity and more. Alongside what happens on our stages, we want to create opportunities for people to participate, learn, develop and discover something new.

Being a charity shapes why we do what we do.

It also means we need to be commercially minded and resilient. Ticket sales, venue hire, memberships, fundraising, sponsorship and other income all help us continue delivering our charitable purpose and investing in the future.

Creativity and commercial strength work side by side here – because a sustainable Opera House is one that can keep making a difference.

What We're Here to Do

Our mission is to deliver outstanding live performance, supported by education and community engagement that grows the audiences and performers of the future.

We want to create an environment where people and ideas can thrive, while running an ambitious, resilient organisation that strives for excellence.

And our vision?

To be the cultural heart of Jersey.

It's an ambition that reaches far beyond what happens on stage. It influences the programme we create, the relationships we build, the opportunities we provide and the experience we want people to have when they walk through our doors.

Including the people who work here.

Join the Team



The people behind the curtain.

Audiences see the finished performance.

What they don't always see is everything – and everyone – it takes to make it happen.

Our team works across programming, technical, operations, customer experience, marketing and communications, finance, administration and leadership, supported by our fantastic volunteer stewards.

We're a relatively small team running a busy venue, so collaboration isn't just something we talk about – it's essential to how the Opera House works.

Departments overlap. People share ideas. Plans change. Problems get solved. And when the auditorium fills and the lights go down, there's a collective sense that everyone has contributed to making that moment happen.

Different jobs. Different skills.

One team.

How We Work

Creative thinking. Collaboration. Trust. A willingness to get stuck in.

Working in a live venue isn't always predictable – and that's part of what makes it exciting.

There are immovable deadlines because when the performance is due to begin, the curtain needs to go up.

We work hard, communicate and support one another to make that happen.

We want people to feel able to bring ideas to the table, ask questions, challenge how things have always been done and find better ways of doing them.

And our values help guide us.

Be bold and imaginative

We're curious, creative and willing to try new things. Great ideas aren't restricted by job titles, and we want our people to feel confident sharing theirs.

Grow people and culture

We want people to develop while they're here. By nurturing talent, sharing knowledge and creating opportunities, we strengthen both our organisation and Jersey's cultural future.

Act with integrity

Trust matters. We aim to be reliable, respectful and true to our word – with our colleagues, artists, audiences, partners and community.

Make a difference together

The Opera House only works because people work together. We support each other, celebrate collective success and remember that what we do ultimately exists to enrich our community.



Job Description



Contract Type:

Permanent

Salary:

£32,000

Hours:

37.5 hours per week. Additional hours may be required to fulfil the post's requirements.

Reports to:

Communications Manager

Responsible For:

Box Office Team / Casual Box Office Staff

About Jersey Opera House

Jersey Opera House is one of the Island's leading cultural organisations and an important part of Jersey's creative and community life.

Following an extensive refurbishment and reopening, we are entering an exciting period of growth, developing our programme, audiences and commercial activity while continuing to provide a welcoming and accessible theatre for our community.

We are looking for an organised, confident and customer-focused Box Office Supervisor to support the effective operation and continued development of our Box Office and ticketing function.

Job Purpose

The Box Office Supervisor is responsible for the day-to-day operation of the Box Office, ensuring an efficient, accurate and consistently high standard of service for audiences, visiting companies, hirers and colleagues.

The postholder will oversee ticketing administration, including building productions and performances on the ticketing system, managing company and ticketing requirements, coordinating the Box Office rota and supporting and training the Box Office team.

Key Responsibilities

Box Office & Customer Service

- Oversee the day-to-day operation of the Box Office across telephone, email and in-person enquiries.
- Process and oversee ticket sales, reservations, exchanges, authorised refunds and other transactions in line with Jersey Opera House policies.
- Act as the first point of escalation for customer enquiries, complaints and ticketing issues, resolving these appropriately and escalating where required.
- Maintain a strong working knowledge of the programme, Memberships, ticketing policies, promotions and accessibility provision.
- Ensure customers receive clear, accurate and consistently high standards of service.

Ticketing & Company Administration

- Build and configure productions, performances and events within the ticketing/CRM system, ensuring they are accurate and ready for agreed on-sale dates.
- Set up and maintain pricing, ticket types, concessions, discounts, promotional codes, holds and allocations.
- Check performance information and ticketing configurations before events go on sale and implement approved changes as required.
- Coordinate ticketing requirements with visiting companies, producers, promoters and venue hirers.
- Manage company and guest ticket requests, complimentary tickets, allocations, holds and releases.
- Provide agreed sales reports and ticketing information to visiting companies and relevant colleagues.
- Maintain accurate customer and transaction data in accordance with data protection requirements.

Team Supervision & Rota

- Coordinate the Box Office rota, ensuring appropriate staffing for regular opening hours, performances, major on-sales and other operational requirements.
- Provide day-to-day supervision, guidance and support to Box Office staff.
- Support the induction and training of new and existing team members in ticketing systems, customer service and Box Office procedures.
- Ensure the team is kept informed of new productions, promotions, ticketing changes and relevant operational information.
- Promote effective communication and handovers across the Box Office team.
- Identify opportunities to improve Box Office processes and the customer experience.

Reporting & Collaboration

- Produce regular ticket sales and performance reports for management, colleagues and visiting companies as required.
- Complete Box Office reconciliation procedures and work with Finance to resolve transaction or reconciliation queries.
- Ensure cash handling, card payments and other transactions are managed securely and in accordance with organisational procedures.
- Monitor sales activity and highlight relevant booking patterns, customer feedback or operational issues.
- Work closely with Communications, Creative Programmes, Operations, Customer Experience, Technical and Finance to coordinate ticketing and performance requirements.
- Support major on-sales, promotions and other audience initiatives as required.

More Than a Theatre

Sometimes what happens in this building is simply a brilliant night out.

Sometimes it's much more.

It might be a child's first experience of live theatre.

A young performer stepping onto a professional stage.



A community coming together.

A volunteer finding a new sense of belonging.

An audience discovering something they never expected to enjoy.

As a charity, those moments matter to us.

We want Jersey Opera House to entertain, certainly – but we also want it to contribute something meaningful to the cultural life of our Island.

Whatever your role here, you become part of making that possible.



Person Specification

Essential Experience

- Experience supervising, coordinating or supporting the work of others.
- Strong administrative and organisational skills with excellent attention to detail.
- Confidence using computerised systems and the ability to learn specialist ticketing/CRM software.
- Excellent written and verbal communication skills.
- Strong customer service skills and confidence resolving challenging customer situations.
- Good numerical skills and confidence working with payments, pricing and sales information.
- Ability to prioritise competing demands and remain calm during busy periods.
- Understanding of confidentiality, customer data and data protection.
- A flexible approach to working hours, including evenings, weekends and public holidays according to the performance schedule.

Desirable

- Experience within a theatre, arts, entertainment, events or customer-facing organisation.
- Experience using a ticketing/CRM system such as Ticketsolve or Spektrix.
- Experience building productions or events within a ticketing system.
- Experience managing staff rotas and producing sales reports.
- Experience working with visiting companies, promoters, producers or venue hirers.

Key Competencies

- Numeracy
- Excellent organisational skills
- Problem-solving and decision-making
- Attention to detail
- Time management
- Working independently
- Multi-tasking
- Communication skills
- IT skills
- Teamwork and collaboration
- Customer focus
- Adaptability and flexibility

Working Pattern

This is a customer and performance-focused role and flexibility is essential. Working hours will reflect the operational requirements of Jersey Opera House and will include daytime Box Office operations, performance cover, major on-sales and occasional evenings, weekends and public holidays.

The Box Office Supervisor will coordinate the wider Box Office rota to ensure appropriate cover across agreed Box Office opening and performance requirements.

Revised August 2026



How to Apply:

Please submit a CV and cover letter of no more than two pages of A4 to careers@jerseyoperahouse.co.uk

Our Hiring Process

Stage 1:	Applied
Stage 2:	Shortlisting
Stage 3:	First Interview (remote via Teams for candidates outside Jersey)
Stage 4:	Second Interview (in person, TBC)

Further queries and information

Email: careers@jerseyoperahouse.co.uk

Benefits

- 25 Days Annual Leave (increases with service)
- 3% Non-Contributed Pension (following probation)
- Occasional ticket offers on visiting shows
- Monthly all-staff meetings
- Training and development opportunities
- Buddy scheme for new staff
- A fully trained team of Mental Health First Aiders.
- Extra day off on your birthday
- Relaxed working environment and informal dress code

Closing Date: 9th October 2026



Everyone Has a Place Here

The best teams aren't made up of people who all think, look or experience the world in the same way.

We are committed to equal opportunities and to creating an inclusive workplace where everyone is treated fairly, with dignity and respect.

We welcome applications from people of all backgrounds, identities and experiences. Recruitment and employment decisions are based on the requirements of the role, individual skills and potential.

We also recognise that people may need different things to perform at their best. If you require reasonable adjustments during our recruitment process, we encourage you to tell us so that we can support you.

We want our team to reflect and understand the community we serve – and we believe different experiences, perspectives and ideas make Jersey Opera House stronger.

Your Part in Our Story

Our building has stood for more than 125 years, but Jersey Opera House has never been just about the building.

It's about people.

The people who perform here.

The people who walk through our doors.

The people who support us.

And the people who make it all happen.

We're proud of our history, but we're much more interested in what comes next.

So, if you're curious, collaborative, ambitious, prepared to get stuck in and want your work to contribute to something bigger, we'd love to hear from you.

The next chapter is already underway.

Come and play your part.

