Data & Communications Officer

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:

£35,000

Hours:

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

Reports to: Communications Manager

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 Data & Communications Officer will support the delivery of Jersey Opera House's marketing and communications activity, with particular responsibility for audience data, CRM, email marketing and digital communications.

Working closely with the Marketing & Communications Manager, the postholder will use audience insight and data to help inform campaigns, increase engagement and drive ticket sales, while creating clear and engaging communications across email, website, social media and other channels.

Key Responsibilities

Data, CRM & Audience Insight

- Maintain and develop audience data within the theatre's CRM/ticketing and communications systems, ensuring information is accurate and appropriately managed.
- Use audience data to create targeted segments for email campaigns and other communications.
- Analyse ticket sales, customer behaviour, campaign performance and audience trends to provide useful insight and inform future activity and strategies.
- Produce regular reports on audience growth, engagement, email performance and other agreed marketing KPIs.
- Support audience research, surveys and evaluation, helping the organisation better understand existing and potential audiences.
- Work with the Box Office team to support high standards of data capture and quality.
- Ensure audience data is handled in accordance with relevant data protection legislation and organisational policies.

Communications & Content

- Create engaging and audience-focused content for Jersey Opera House's website, email communications, social media and other channels.
- Maintain and update website content, ensuring information is accurate, timely and consistent with the Jersey Opera House brand.
- Build, schedule and distribute regular and targeted email communications.
- Support the planning and delivery of social media content across Jersey Opera House channels.
- Adapt copy and content for different audiences, platforms and campaigns.
- Help identify opportunities to tell the stories of Jersey Opera House, its programme, people and impact.

Marketing & Campaign Support

- Support the Marketing & Communications Manager in the planning and delivery of campaigns for productions, events and wider organisational activity.
- Use audience insight and previous campaign performance to help inform targeting and campaign activity and strategies.
- Monitor digital and campaign performance and provide clear reporting and recommendations.
- Liaise with visiting companies and producers to obtain marketing assets and information where required.
- Support the production and distribution of digital and printed marketing materials.
- Ensure communications consistently reflect Jersey Opera House's brand, tone of voice and organisational objectives.

Collaboration & Administration

- Work closely with Box Office, Programming, Front of House and other teams to ensure customer and programme information is accurate and consistent.
- Maintain organised records, campaign information, marketing assets and communications schedules.
- Keep up to date with developments in CRM, digital communications, social media and audience engagement.
- Support performances, launches, events and other organisational activity where 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 in marketing, communications, digital engagement, data/CRM or a related role.
- Excellent written communication and copywriting skills, with the ability to adapt content for different audiences and platforms.
- Confidence working with data, databases or CRM systems and an ability to interpret information and identify useful insights.
- Experience creating digital content and using social media platforms professionally.
- Experience using email marketing platforms and/or content management systems.
- Experience with audience segmentation, reporting or customer research.
- Strong organisational skills and excellent attention to detail.
- Ability to manage multiple priorities and work to deadlines.
- Strong digital skills and confidence learning new systems.
- An understanding of data protection and responsible use of customer data.
- Ability to work effectively both independently and as part of a collaborative team.

Desirable

- Experience within theatre, arts, culture, entertainment or a similar audience-focused organisation.
- Experience using ticketing/CRM systems such as Spektrix or Ticketsolve.
- An interest in live performance and audience development.

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 full-time role based at Jersey Opera House. Some flexibility will be required to support the theatre's programme, including occasional evening, weekend and public holiday working.

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 explaining why you are applying for the role and what experience and skills you would bring to the role.

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.