



CANDIDATE INFORMATION PACK

Box Office Assistant

Closing Date: noon Mon 5 October 26

**GRAND
OPERA
HOUSE**



Thank you for your interest in joining the team at Belfast's Grand Opera House.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, comedy, and one of the most successful pantomimes in the UK and Ireland which brings 76,000 people through the doors every Festive Season. The Theatre's Studio, with 123 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, benefited from a £12.2 million restoration and development project in 2020/21, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, the first-ever heritage exhibition celebrating the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

Having just celebrated our 130th anniversary year, this is a hugely exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Whether you are a Technician or Finance Manager, Theatre Host or Box Office Assistant, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to stunning opera in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions, we'd love to hear from you!

Job Description

Box Office Assistants are often the first point of contact that customers have with the Theatre. Their role is to help customers with any question they may have about performances, seats, tickets and prices, and process transactions for tickets, memberships, gift vouchers, merchandise and other services in a friendly and courteous way, upholding the highest standards of customer service and accuracy.

Box Office Assistants serve customers face to face at the Theatre's Box Office Counter and occasionally at third party venues, over the telephone and by email. Logical and methodical, with the ability to follow procedures and guidelines accurately, Sales Assistants are required to use their initiative to identify problems and recommend appropriate solutions, and respond to changing or ad hoc requirements. Most of all, Box Office Assistants are ambassadors for the Theatre, delivering world-class customer service and contributing to theatregoers' enjoyment of visiting the Grand Opera House.



Key Responsibilities

Customer Service & Sales

- To administrate the sale of tickets, memberships, merchandise and gift vouchers, to record information and keep accurate records of each customer interaction
- To provide precise and timely information to customers about services and products on offer, to anticipate and provide relevant venue information; to provide and apply policies and procedures consistently and with accuracy
- To provide the highest level of customer service and ensure that the service provided is welcoming, enthusiastic, friendly, courteous, anticipating and accessible
- To provide a troubleshooting service for bookings, and resolve minor customer complaints
- To fulfil all selling techniques employed by the theatre to the greatest effect, including segmenting the Box Office database, pro-actively link-selling and up-selling, outbound (cold call) selling and selling at other venues outside of the Grand Opera House
- To work successfully towards daily team and individual sales targets set by the Box Office Manager
- At all times display a professional image of the Grand Opera House through a high standard of uniform presentation by complying with the theatre's Dress Code Policy, and by maintaining a high standard of housekeeping in the Box Office area

Health & Safety

- To conduct all duties in line with the operational guidelines set out in the organisation's Risk Assessments and the department's safe working manual, particularly with regards to cash-handling and transferring cash throughout the building
- To be vigilant in order to prevent accidents or incidents that might cause injury or harm to patrons or staff, and report hazards/maintenance issues through the appropriate channels

Other duties

- To be timely and accurate in all activities, including the handling of cash, cheques, credit card details, stock and personal details, ensuring that all times the theatre's Financial and Data Protection policies and procedures are adhered to
- To provide break cover for Stage Door personnel, and other departments where appropriate, including, if necessary, Front of House cover at show-times
- To attend pre-shift briefings and departmental meetings as and when required
- To work in accordance with the Policies and Procedures of the Grand Opera House
- To attend in-house/external training as required by the Box Office Manager
- To perform other related duties, which may from time to time be required by the Box Office Manager or Assistant Box Office Manager

This is not an exhaustive list and other duties will arise that the Box Office Assistant will be expected to deliver. All staff are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.

Person Specification

Box Office Assistants will be sales target-focused, with experience in the provision of high quality customer service and cash-handling. They will be polite, confident, articulate, and friendly individuals. Displaying an ability to work as a member of a team, they will be expected to foster and maintain excellent communication and sustainable relationships with all employees, and internal & external customers. Presenting a positive disposition and professional image, the Box Office Assistants will act as ambassadors of the Grand Opera House at all times.

Essential Experience, skills and abilities

- At least 1 years' recent paid work experience working in a customer service and sales role which includes all of the following;
 - providing customer service and sales face to face and over the phone
 - accurate cash-handling, credit/debit card transactions and till transactions
 - working with IT systems, including Microsoft Office products, databases/back-office sales and/or ticketing software
- Excellent communication skills and the ability to deliver sales
- Strong interpersonal skills and the demonstrable commitment to providing an excellent level of customer service
- Excellent organisation and administrative skills with good attention to detail
- Ability to work as part of a team
- Ability to work during normal office hours and early evenings on the required set days is essential
- Keen interest in the arts, in particular the work of the Grand Opera House

Desirable criteria

- Experience of working with a computerised ticketing system or database system, in particular Spektrix

Terms and Conditions

The Box Office Assistant rate of pay is £12.71 per hour and the contract is for 22.5 hours per week, across three set days, Thursday, Friday and Saturday. The shift pattern on the set days will include both day shifts (9.45am – 5.15pm) and afternoon and early evening shifts (12.30 – 8.00pm). Work on Sundays and Bank Holidays may also be required.

Location: Grand Opera House, Great Victoria Street, Belfast. Occasional travel may be required.

Probationary Period: the first six months following appointment will be probationary.

The successful candidate will also receive:

- Annual leave allowance of 20 days with 11 statutory holidays
- Access to a free and confidential Employee Support Programme
- Auto enrollment in pension scheme with employer contribution
- A comprehensive induction, training and wellbeing programme

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.



Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer of employment will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure.

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from recruitment@goh.co.uk.

Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on Monday 5 October 2026**. Incomplete application forms or application forms received after this date will not be accepted.

CVs will not be accepted directly or through referral by a recruitment agency.

The online application form is available at [Careers | Grand Opera House](#)

If you require any reasonable adjustments to support your application, please contact us at recruitment@goh.co.uk.

Please note assessments for this role will be held on Wednesday 14 October 2026.

Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers, in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.

Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience to date meets the essential experience criteria for this role, see overleaf.

Essential Experience

- At least 1 years' recent paid work experience working in a customer service and sales role which includes all of the following;
 - providing customer service and sales face to face and over the phone
 - accurate cash-handling, credit/debit card transactions and till transactions
 - working with IT systems, including Microsoft Office products, databases/back-office sales and/or ticketing software

Within the further information section you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.

For the Box Office Assistant role the questions in the further information section are as follows;

1. Please provide examples to demonstrate your commitment to delivering exemplary levels of customer service.(Max characters: 2000)
2. Please provide details and examples to demonstrate your experience of working with IT systems, including Microsoft Office products, databases/back-office sales and/or ticketing software (Max characters: 2000)
3. Please provide examples to demonstrate the strength of your communication skills and your ability to deliver sales (Max characters: 2000)

If we have a large number of candidates who meet the essential criteria for this role, we may employ the desirable criteria for this role, so please ensure that if you have this experience you detail it in your online application.

Desirable criteria

- Experience of working with a computerised ticketing system or database system, in particular Spektrix

Good luck with your application and thank you for your interest in working at the Theatre.