



CANDIDATE INFORMATION PACK

Box Office Co-ordinator

Closing Date: noon 17 June 2026

**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, ballet, 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 125 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 125 years of 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 Co-ordinator, 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

The Box Office Co-ordinators support the Box Office Management Team and play a key role in ensuring the professional and efficient running of the Theatre's Box Office. The Box Office Co-ordinator is responsible for the day to day running of the Box Office, ensuring the achievement of ticket sales targets, delivering excellent customer service, line managing Box office staff and controlling all costs.

Key Responsibilities

Operational Management

- Manage a team of Box Office Sales Assistants to deliver the highest possible standard of customer service, ensuring that all customer interactions are carried out in a welcoming, enthusiastic, friendly and courteous way, and dealing with complaints and customer issues in the same manner.
- Keep the team of Box Office Sales Assistants informed about sales targets, and provide them with the show information and sales techniques to enable them to help the Theatre meet its targets.
- Enforce customer service and sales procedures involving abandoned calls, upkeep of the Box Office, presentation of uniforms, selling techniques, correct use of the box office system and the management of customer data in accordance with data protection legislation and best practice.

- Conduct daily briefings, staff training exercises, and get involved in interviews and inductions for new Box Office staff.
- Manage the daily organisation and supervision of staff (i.e. breaks, lunches, sick cover, etc.), including preparing rotas and timesheets.
- Conduct cash control procedures, including over-seeing cash-ups, counting floats, verifying and rectifying cash discrepancies, and ensuring that all monies are transferred, stored and dropped securely in accordance with the security procedures of the Grand Opera House Trust.
- Liaise with Visiting Companies to enable the accurate reporting of sales information, as well as with other teams within the Theatre on the reporting of sales information for services/products sold via the Box Office.
- Ensure the Box Office inbox is monitored by the team and all customer enquiries are responded to by the team.

Customer Service & Sales

- Contribute successfully, and quantifiably, to the selling of tickets within the Box Office, providing accurate information about shows, pricing, discounts, restricted views and refund policies, including selling tickets for other organisations in partnership with the Grand Opera House.
- Prepare shows to go on sale by accurately entering all necessary information into the box office system in accordance with the agreed on-sale process. Ensure at all times that information on the Theatre's ticketing system is up-to-date, relevant and accurate.
- Promote and upsell hospitality packages.
- Work with the wider Marketing and Sales Team to help drive audience development, Friends membership, upselling and cross-selling initiatives.

Administration

- Oversee the administration of group bookings, including completing deposit and balance forms, group seating forms, and selling and ordering panto packs. Also, the administration of panto schools' bookings, including liaising with teachers/schools on booking details and payments due, maintaining a schools' database, and contacting regular schools who have not yet booked.
- Ensure the timely upkeep of reservations on hold, including releasing seats for sale when necessary, contacting individual/group parties for payments due and ensuring all team members are regularly reviewing their delegated shows for expired reservations.
- Liaise with the Theatre's ticketing system provider on any issues which require support, as well as opportunities for training, and learning and development which may help to improve the Box Office operation.
- Facilitate memberships including Friends and Access For All and maximising sales opportunities.
- Undertake other related duties required by the Box Office Management Team and the Head of Marketing and Sales to ensure the effective running of the Box Office.

Other

- Responsible for staff and department in absence of Box Office Management.
- Assist with the completion and implementation of the Box Office Risk Assessments and safe working practices, to ensure a safe and secure working environment for the Box Office Team.
- Conduct all duties in line with the Theatre's Financial and Data Protection Policies and ensure Procedures are adhered to, with particular attention paid to cash-handling, credit cards transactions and transferring cash throughout the building.
- Being vigilant in order to prevent accidents or incidents that might cause injury or harm to patrons or staff, and reporting hazards/maintenance issues to Box Office Management.
- To work in accordance with the Policies and Procedures of the Grand Opera House and to attend in-house/external training as required.

- Other reasonable duties in conjunction with the running of the Box Office, which may from time to time be required.

This is not an exhaustive list, and other duties will arise that the Box Office Co-ordinator 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

A Box Office Coordinator will be a target-focused professional, with experience of supervising a team and delivering an exception level of sales and customer service. They will have experience of using a CRM system and/or Ticketing System and experience of handling customer complaints and escalations. With excellent interpersonal skills they will help motivate and oversee the team and build productive working relationships with all employees, and internal & external customers.

Essential Experience, skills and abilities

- A minimum of two years' recent paid supervisory work experience in a customer facing sales environment. Recent experience must be in the last five years.
- Proven customer service experience, with experience of effectively resolving customer service complaints and escalations and the demonstrable commitment to providing an excellent level of customer service
- Experience of cash handling and till reconciliation responsibilities
- Experience of motivating a team of staff to achieve an outstanding sales performance and an exceptional level of service
- Experience of working with a Customer Relationship Management System and/or Ticketing System and use of Microsoft Office applications for day-to-day administration.
- Excellent interpersonal and communication skills and the ability to deliver sales and interact with a wide range of people
- Strong attention to detail and accuracy and the ability to plan, organise and prioritise activities

Desirable experience

- A minimum of two years' recent supervisory work experience in a live entertainments box office

Terms and Conditions

The Box Office Co-ordinator rate of pay is £14.36 per hour and the contract is for 30 hours per week, across four set days; Wednesday, Thursday, Friday and Saturday although schedule flexibility will be expected from the successful candidate. Work on Sundays and Bank Holidays may also be required.

The shift pattern on the set days is typically 9.30am – 5.30pm, although at times early evening work may be also 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 Wednesday 17 June 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.

It is expected that the assessments for this role will be held on 25 and/or 26 June 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 which is clearly detailed in this pack.

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.

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

For the Box Office Co-ordinator role, the questions in the further information section are as follows;

1. Please provide examples to demonstrate your experience of resolving customer service complaints/escalations and your commitment to providing an excellent level of customer service. (Max characters: 2000)
2. Please provide details of your experience of working with a Customer Relationship Management System and/or Ticketing System **and** your use of Microsoft Office applications for day-to-day office administration. (Max characters: 2000)
3. Please provide details of your experience of cash handling and till reconciliation responsibilities. (Max characters: 2000)
4. Please provide examples to demonstrate the strength of your interpersonal and communication skills and the ability to deliver sales. (Max characters: 2000)

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