

BOX OFFICE SUPERVISOR

JOB DESCRIPTION

Start date	May 2026
Pay	£17.20 per hour
Terms	Permanent Contract
Hours	36 hours, rota'd across Monday-Saturday and occasional Sundays with the opportunity to work additional hours on an ad-hoc basis.
Holiday	Holiday is accrued at 12.07% per hour worked.
Reporting to	Box Office Management
Location	Bridge Theatre, 3 Potters Fields Park, London SE1 2SG
Probationary period	3 months
Notice period	2 weeks during probationary period; 6 weeks thereafter.

ABOUT LONDON THEATRE COMPANY

London Theatre Company is a commercial theatre producing company led by Nicholas Hytner and Nick Starr. Our intention is to create a culture, ethos and economic model that supports writers, directors, designers and actors to work at scale in a space that is complementary to those of the subsidised theatre and West End. A new venue in King's Cross, Lightroom, opened in 2023.

ABOUT THE BRIDGE THEATRE

The Bridge is London Theatre Company's first new theatre. It has a stunning riverside location on the south bank of the Thames, right by Tower Bridge and five minutes' walk from the transport hub of London Bridge station. It is designed by Haworth Tompkins, winners of the 2014 RIBA Stirling Prize for Liverpool's Everyman Theatre. It has 900+ seats and can be configured in end-stage, thrust and promenade formats.

The Bridge opened for the first time in October 2017, and has since produced a variety of plays, musicals and events including *A German Life*, a one-woman show starring Maggie Smith. *My Name is Lucy Barton*, performed by Laura Linney, and *Straight Line Crazy*, with a cast led by Ralph Fiennes, both transferred to New York. The Bridge's first musical, an award-winning immersive reimagining of *Guys & Dolls*, played for 2 years, closing in January 2025. This was followed by *Richard II* starring Jonathan Bailey, a revival of our hit 2019 production of *A Midsummer Night's Dream*, and Simon Stone's *The Lady From The Sea*, featuring Alicia Vikander and Andrew Lincoln. A new

production of Stephen Sondheim's musical Into The Woods opened in December 2025 and will play until Spring 2026.

ABOUT THIS ROLE

You'll be a key part of a busy box office team, responsible for overseeing day-to-day operations of the Box Office, and Box Office Hosts, at the Bridge Theatre, reporting to Box Office Management.

You'll do this by supervising a small team of full time and casual staff to deliver excellent customer service, whilst ensuring the accuracy of bookings and customer information in Spektrix (our ticketing software).

With the support of the Box Office Manager and Deputy Box Office Manager, you'll lead on prioritising tasks for the day for the box office team, acting as an escalation point of call for the Box Office Hosts with any difficult tasks or interactions they require assistance with. You will act as the key point of contact for team queries from Box Office Hosts, and from Front of House Supervisors, making sure the box office staff feel supported and knowledgeable at all times.

We're looking for someone who is people-focused and has a commitment to providing great customer service, to supervise a busy box office team, in a positive and proactive way.

You'll have excellent communication and administration skills and be able to quickly problem solve in a busy live event environment. You'll also be keen to learn and develop your ticketing administration and leadership skills with the support of the management team.

DUTIES AND RESPONSIBILITIES

- Overseeing a small team of full time and casual Box Office Hosts on shift where you will organise with them break times and prioritising tasks in a timely manner
- Open and close the Box Office in accordance with set procedures
- Facilitating ticket sales in person at the Box Office, and over the phone, in a friendly, knowledgeable manner
- Dealing with customer complaints confidently, effectively and appropriately, escalating these to Senior Management when necessary
- Assisting with any seating issues raised by the front of house team, supporting problem solving where necessary. Problem solving can include times when Box Office Management is offsite
- Handling third party ticketing exchanges, inquiries, and processing callovers

- Monitoring, processing, and reconciling Rush ticket sales, and any other on the day offers
- Adhering to all evacuation procedures and liaising with other departments in the event of an evacuation
- Prompt, clear, and concise radio communication while on shift
- Liaising with technical and Front of House regarding any accessibility bookings which require additional information or facilitation for patrons attending. Facilitation can include assisting with our step-free wheelchair accessible platform, reconfiguring seats as required
- Acting as an essential bridge of communication between Box Office Hosts on shift and management, conveying any policy, system, or venue related updates to the host(s) on shift
- Addressing any issues regarding performance, behaviour, or time-keeping on shift with the Box Office Hosts, and escalating to Box Office Management when necessary
- Communicating any technical issues with printers, scanners, PDQs, and other ticketing-related technology, to our IT team and following up where necessary
- Demonstrating discretion when handling bookings and inquiries related to Accessibility and Cast & Company, maintaining this standard with host(s) on shift
- Process and send any daily reporting or data auditing required on shift in a prompt, timely, and concise manner
- Reliable and trustworthy cash handling for ticket sales, along with including cash sales in reconciliation processes
- Liaising with the House Seats team Monday to Friday, and assisting with any last minute booking requests on Saturdays
- Facilitating a Returns queue when required
- Adhering to, and remaining knowledgeable of, all ticketing policies and procedures as outlined in the Terms & Conditions of sale
- Assisting with access performances and access equipment in demonstrating to patrons their usage, along with any troubleshooting required
- Demonstrating knowledge of membership schemes, and the Access List, and promoting these where relevant
- Processing group and school booking requests, with special attention to the specific parameters of each production
- Checking reservation timeouts for upcoming bookings, chasing, and communicating changes to internal reports and Box Office Management where

appropriate. Ensuring timely communication with customers regarding reservation timeouts to maximise revenue and manage ticket inventory

- Covering the stage door role for short periods during dinner breaks
- Attend supervisor meetings to stay up to date with the venue's policy changes
- Attend training sessions organised by LTC to stay up to date with the venue's policy changes
- Respond to reasonable requests made by Duty Managers and other department managers if required

PERSON SPECIFICATION

Essential

- At least one year's previous box office or ticketing experience
- Strong organisational and administrative skills, balancing multiple responsibilities, with high attention to accuracy and detail
- Strong written and verbal communication skills
- Adept at problem-solving with the ability to exercise tact and discretion when dealing with both colleagues and the public
- Leading with a proactive approach, with a solutions-based mindset to navigating problems, both independently and as part of a team
- Proficient with IT such as Microsoft products and Google products
- Confident in cash handling and reconciliation

Desirable

- Experience of using the Spektrix or similar ticketing system
- Understanding and experience of GDPR Standards
- Interest in ticketing and audience development
- Interest in expanding their knowledge of the London Theatre scene

HOW TO APPLY

To apply, please email recruitment@londontheatrecompany.co.uk with your CV and a letter covering why you would like to be considered for this position. We also ask that you complete an [equal opportunities monitoring form](#).

The deadline for applications is Friday 27 March 2026

Interviews will likely take place in the week commencing Monday 06 April 2026, with second round interview taking place on Wednesday 15 April 2026.

For more information, or if you have any queries, please visit [our website](#) or email recruitment@londontheatrecompany.co.uk.

We are an equal opportunities employer and value diversity. We encourage applicants from different background and with different experiences.