



## Job Pack



# Ticket Booth Supervisor

Published 11 June 2026

## Welcome From Our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre and UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

**Our vision** is a dynamic, sustainable and world-class theatre sector.

**Our mission** is to champion theatre and support our members to thrive.

To deliver our vision and mission, we now have exciting five-year strategy and ambitious five-year goals that will deliver for our members.

However, we can't achieve our vision and mission alone. That's where you come in. To achieve our goals, we need an organisation that is fit for purpose, with the people, systems and processes needed to make an even greater impact for our members. The candidate we are looking for is someone who can embody our vision and mission and the competencies for the role.

Theatre and the performing arts industries enrich our lives and strengthen our sense of belonging and are a cornerstone of both the levelling up and growth agendas. Alongside the social and cultural benefit our members provide, theatre is also a key component of our fast-growing creative industries. Domestically, theatre generates £2.39bn GVA, supporting 205,000 workers. For every £1 spent on a theatre ticket, an additional spend of £1.40 is generated in local economies, adding up to £1.94bn per annum of extra value added to local economies by theatre audiences.

We have a fantastic team of around 60 people working across our main office in Rose Street and the Official London Theatre Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other and our sustainability committee is working hard to ensure we play our part in protecting the planet. While a background in theatre or the arts is not essential, an appreciation for performing arts and the importance of cultural activities as an integral part of our lives is important.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

**Claire Walker & Hannah Essex**

Co-Chief Executives

# Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

**Our vision** – the world we want to see – is a **dynamic, sustainable and world-class theatre sector**.

**Our mission** – what we do as an organisation – is to **champion theatre and support our members to thrive**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

Our three joint priority areas are:

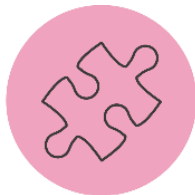
- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

## Our values



### **Purpose**

We work with and for our members



### **Contribution**

We own our impact



### **Ambition**

We believe in the art of the possible



### **Collaboration**

We are all in it together



### **Inclusion**

We champion and celebrate diversity

## **Our commitment to Diversity, Equity and Inclusion**

We are committed to putting diversity, equity and inclusion at the heart of everything we do. We do this through recruiting from the widest spectrum of channels, constantly reviewing our policies and procedures to ensure they are fit for purpose and giving all our staff a voice. Our mission to produce a skilled, diverse and productive workforce for now and the future is crucial to our success as an organisation.

# Ticket Booth Supervisor

## Role description

In this role you will be responsible for providing a high level of service to over-the-counter customers, maximising sales, and audience attendance through effective customer care. You will pro-actively sell tickets and packages as the first point of contact to our customers and visitors, demonstrating sound knowledge of the theatre operation, including providing effective queue management and face-to-face assistance to theatre goers.

You will use the See Tickets API interface to ensure that inventory is enabled and on sale to customers both in person and online as quickly as possible, troubleshooting any technical issues and escalating to our ticketing and website providers where necessary.

You will be responsible for supervising sales advisors and ensuring the Ticket Booth provides a helpful and efficient sales service to the general public. You will monitor inventory levels, manage relationships with theatre box offices and have responsibility for sound financial practices. You will be responsible for ensuring a safe and efficient working environment is maintained.

## How to apply

To apply for this role, please email your **CV** and a **cover letter** (no more than 2 pages) with responses to the three questions below:

When sending, please include in the email subject line, **Your Name, Ticket Booth Supervisor, SOLT & UK Theatre** to [jobs@soltukt.co.uk](mailto:jobs@soltukt.co.uk).

1. In no more than 150 words, describe why you're interested in this Ticket Booth Supervisor role and what draws you to working in the theatre or live events sector.
2. Please describe your experience supervising or managing staff in a customer-facing environment. How did you support your team's development and maintain high service standards during busy periods?

- This role involves overseeing accurate transaction handling, ticketing systems, and financial reconciliation. Describe your experience with these kinds of responsibilities and how you ensure accuracy under pressure.

**Closing Date for Applications:** Tuesday 23 June 2026

**Interviews:** Monday 29 June 2026

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, if you are selected for interview, at the interview stage, please email us at [jobs@soltukt.co.uk](mailto:jobs@soltukt.co.uk) and the HR team will get in touch with you.

We cannot support Visa applications; all applicants must have the right to work in the UK.

<b>Contract type</b>	Permanent. 21 hours per week over 3 days, including weekends and bank holidays (0.6 FTE).
<b>Salary</b>	£33,750 per annum (this is the full time equivalent (FTE) salary).
<b>Key responsibilities &amp; accountabilities</b>	<p>Sell theatre tickets and other related products in-person, ensuring the highest level of customer service standards are maintained. Provide a professional and knowledgeable ticket sales service to the public.</p> <p>Manage inventory provided by partner Box Offices using the See Tickets API interface</p> <p>Administer all payments accurately to maximise sales and minimise loss.</p> <p>Undertake queue management/information function externally when required by business levels.</p> <p>Keep abreast of all developments in the West End including new productions, cast changes, recommended ages, closures etc.</p> <p>Manage face-to-face customer complaints.</p> <p>Facilitate and promote Show of The Week via social media.</p>

	<p>Undertake and assist with promotions and marketing initiatives as they arise.</p> <p>Accurate and timely updating of signage as required.</p> <p>To identify and recommend improvements to the sales process to management.</p> <p>Manage all opening and closing procedures, including responsibility of building security.</p> <p>Ensure that any operational equipment issues are reported to the Operations Team at the first available opportunity.</p> <p>Liaise with box offices re allocations, mark backs and reporting.</p> <p>Display proficiency in ticketing software processes including sales, refunds, reporting etc.</p> <p>Identify training needs in Casual Sales Advisors and work with the Ticketing &amp; Sales Manager to implement accordingly.</p> <p>Liaise with our ticketing provider (See Tickets) to ensure accurate set up of information and report any ticketing system errors.</p> <p>Work with the Ticketing &amp; Sales Manager to secure the best possible rates for last minute tickets.</p> <p>Maintain a safe and secure working environment.</p> <p>Attend press nights where appropriate and take advantage of trade tickets when offered.</p> <p>Undertake any other duties as reasonably required.</p>
<p><b>Directorate</b></p>	<p>This role sits within the Audience and Commercial Team (ACT) whose focus is to build and retain audiences, generate income, and drive sales through our ticketing, promotions and Theatre Tokens operations, secure sponsorship, and identify new business opportunities to support our work and that of our members, raise the profile of theatre through our major events, campaigns and awards programme.</p> <p>Our team deliver expert marketing and communications support for the benefit of our members, the wider organisation and our commercial operations.</p>

	<p><b>Reporting to your line manager:</b> Ticketing &amp; Sales Manager</p> <p><b>Direct reports:</b> None</p>
<p><b>Technical knowledge &amp; skills required</b></p>	<p>Proven customer service experience in a busy sales environment.  Experience of ticketing, POS or CRM systems  Experience of handling customer enquiries and complaint resolution.  Ability to quickly identify customer needs through effective questioning.  Previous staff management experience.  Previous experience of working in an Arts environment.  General knowledge of West End theatres and productions.  Geographical knowledge of London.  An understanding and commitment to equality, diversity and inclusion</p>
<p><b>Competencies</b></p>	<p><u>Impact</u>  You will deliver activities and projects within your function to the highest possible standards, ensuring that activities and projects meet goals and KPIs.  You will contribute your specialist skills to cross organisational projects and activities, ensuring your work supports the overall delivery of the project.  You will use your experience to support the development of business and organisational plans.</p> <p><u>Communication</u>  A solid communicator, you manage positive day to day relationships with stakeholders and members.  Including, where relevant, being the point person for external agencies and specialist support and ensuring the highest quality of work is delivered to the Organisations.</p>

	<p>You will take an active approach to cross organisational working, ensuring every department contributes to the success of our work.</p> <p><u>Innovation</u></p> <p>You look at how you can bring innovation into your work by looking at best practice from our sector and others.</p> <p>You help solve problems and inform business decisions.</p> <p><u>Knowledge</u></p> <p>You will have solid and/or specialised expertise and qualifications in your function and invest in your own development, implementing learnings into your work.</p> <p><u>Culture</u></p> <p>Part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff.</p> <p>Work with your line manager to ensure that your personal development plan is delivered and completed.</p> <p>A team player, willing to grab hold of opportunities and support the priorities of others when needed.</p>
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# Working with us

Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society.

Detailed below are those benefits currently available – unless stated otherwise, these are non-contractual and subject to change.

<p><b>Agile and Flexible Working</b></p>	<p>The Ticket Booth is based in Leicester Square Gardens, London (Our offices are based in Covent Garden, London).</p> <p>This role is an in-person role based at our ticket booth and there is no opportunity for hybrid working.</p>
<p><b>Your Health and Wellbeing</b></p>	<p>The health and wellbeing of our staff is our upmost priority. We offer a range of benefits to support your physical and mental health.</p> <p><b>WeCARE</b> - Digital Wellbeing. Delivers a complete solution across Physical &amp; Mental Health, Finance and Legal support and wellbeing advice from qualified professionals tailored to the individual.</p> <p><b>MyStrength</b> - One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support is built around the individual.</p> <p><b>Toothfairy</b> - Access to smart dental App – Your personal dentist.</p> <p>The following are optional benefits:</p> <ul style="list-style-type: none"> <li>• Paid annual eyesight test.</li> <li>• Paid annual flu vaccination.</li> </ul>
<p><b>Your Finances and Protection</b></p>	<p>We offer a competitive pension scheme and further protections.</p> <p><b>Pension Scheme</b></p> <ul style="list-style-type: none"> <li>• Contributory pension scheme - The current contributions are as follows:</li> </ul>

	<ul style="list-style-type: none"> <li>○ Employer Contribution: 5% of gross pay.</li> <li>○ Employee Contribution: Minimum of 3% of gross pay.</li> </ul> <p><b>Personal circumstances</b></p> <ul style="list-style-type: none"> <li>• Death-in-Service Insurance Cover – 3 x annual salary.</li> </ul>
<b>Annual Leave</b>	<ul style="list-style-type: none"> <li>• 25 days annual leave plus bank holidays (contractual), rising to 27 days annual leave after 5 years continuous service. This will be pro rata for part time roles.</li> <li>• Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.</li> </ul>
<b>Personal Development</b>	<ul style="list-style-type: none"> <li>• We invest and believe in continuous professional development and training opportunities for all.</li> <li>• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance.</li> </ul>
<b>Travel to work</b>	<p>Our offices are based in the heart of Covent Garden. Many of our staff walk, use public transport or cycle to work or a combination of the above.</p> <p>The following apply after probationary period:</p> <ul style="list-style-type: none"> <li>• Interest free Travel Season Ticket loan.</li> </ul>
<b>Theatregoing</b>	<p>Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK.</p> <ul style="list-style-type: none"> <li>• Staff are offered complimentary tickets to see shows on set dates and sometimes to attend opening nights of productions.</li> <li>• All staff can buy Theatre Tokens with a 10% discount.</li> </ul>
<b>Events and experiences</b>	<ul style="list-style-type: none"> <li>• We offer many opportunities to get involved with events such as West End LIVE, the Olivier Awards, Kids Week</li> </ul>

	workshops and TheatreCraft (jobs fair for craft roles in theatre sector).
<b>Socialising with colleagues</b>	Our staff regularly socialise together as a team and this is led by a dedicated social committee.
<b>Sustainability</b>	We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.
<b>Local discounts</b>	<p>We are fortunate to work in the beautiful surroundings of Covent Garden and have negotiated a range of local benefits for our staff to enjoy.</p> <ul style="list-style-type: none"> <li>• Local retail discounts through Heart of London Club and Love Covent Garden.</li> <li>• 20% off at Trevor Sorbie hair salon.</li> </ul>