Job Description

Awards & Ticketing Administrator

Contract type

Fixed Term contract to work with the Production Team on the **Olivier Awards 2027**.
For 10.5 weeks: Monday 1 February – Wednesday 14 April 2027 (including 10 & 11 April).

The Society of London Theatre (SOLT) manages the Olivier Awards. The ceremony will take place at the Royal Albert Hall https://officiallondontheatre.com/olivier-awards/.

This role will be predominantly based in central London with the majority of hours being desk-based work at a computer in an office. There may be an opportunity for flexible/remote working (from home or other locations) for some of the time and will be negotiated. Usual hours will be 10am until 6pm weekdays. Some evening and weekend work may be required as necessary as the event approaches.

Salary Band

£35,000 pro rata (dependent on experience).

Annual leave

Annual Leave entitlement can be accrued for the length of the contact and can be taken or paid accordingly.

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 Diversity, Equity and Inclusion policy

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.

Role Description

As Awards & Ticketing Administrator, you will play a central role in managing guest attendance for the Olivier Awards and supporting the wider production team. You will help coordinate ticket requests, guest communications, seating allocations and event administration for a wide range of attendees, including theatre industry professionals, nominees, presenters, sponsors, partners, media and VIP guests. Working with ticketing systems, databases and seating plans, you will ensure information is accurate, guests are kept informed and event operations run smoothly.

The role requires exceptional organisational skills, strong attention to detail and the ability to remain calm and professional when managing multiple competing priorities. As the awards approach, you will also support other key events and activities across the Olivier Awards programme, helping to create an outstanding experience for guests and stakeholders.

This is an exciting opportunity for someone who enjoys working in a fast-paced environment, managing large volumes of information, and helping to deliver a world-class live event.

Key Responsibilities and Accountabilities.

Working relationships with team members on projects and with other members of staff where appropriate within the organisation.

Ticketing & Guest Management

- Manage ticket enquiries and requests from a range of stakeholders.
- Maintain accurate guest and ticketing records, ensuring data integrity at all times.
- Support the administration of ticket sales, allocations, invitations and attendance tracking.
- Assist in the coordination of seating plans and guest allocations across multiple audience groups.
- Act as the first point of contact for ticketing-related queries and provide excellent customer service.
- Prepare and distribute guest information, accreditation, passes and event instructions.
- Monitor attendance information and support reporting requirements.

Event Administration

- Support the planning and delivery of the Olivier Awards and associated events.
- Maintain project documentation, schedules and operational records.
- Assist with guest lists, accreditation processes and event logistics.
- Coordinate information between internal teams, venues, suppliers and stakeholders.

- Ensure information is communicated accurately and within agreed deadlines.

Event Delivery

- Provide on-site support during awards events and production periods.
- Assist with guest arrivals, accreditation and front-of-house operations.
- Troubleshoot guest and ticketing issues quickly and professionally.
- Support the production team in delivering a seamless guest experience.
- Contribute to the smooth running of the awards ceremony and associated events.

General

- Represent SOLT and the Olivier Awards professionally at all times.
- Support the wider Production Team with administrative and operational tasks as required.
- Undertake any other reasonable duties necessary for the successful delivery of the event programme.

Directorate/Department

You will be assigned to the Awards, Events & Partnerships team / Olivier Awards Production Team.

Line Manager: Awards & Events Manager

Technical knowledge and skills required

Here are some common technical skills and knowledge areas your role demands:

Essential

- Experience in an administrative, events, ticketing, hospitality, venue, customer service or project support role.
- Exceptional attention to detail and accuracy.
- Strong organisational and prioritisation skills.
- Experience managing data, records or complex information.
- Excellent written and verbal communication skills.
- Confidence working with spreadsheets and databases.
- Ability to work under pressure and meet tight deadlines.
- Professional and diplomatic approach when dealing with stakeholders and guests.
- Self-motivated, proactive and solutions focused.
- Strong Microsoft Office skills, particularly Excel, Outlook and Word.
- Ability to work collaboratively as part of a team.

Desirable

- Experience working on live events, awards ceremonies, conferences or large-scale productions.
- Familiarity with ticketing, CRM or event management systems.
- Knowledge of the theatre, entertainment or live events sector.
- Experience working with high-profile guests, sponsors or VIP stakeholders.

How to apply for this role

To apply for this role please send your CV and covering letter by email including in the email subject line "[Your first name and surname], Awards & Ticketing Administrator" to jobs@soltukt.co.uk

Closing Date for Applications: Monday 30 November 2026.
Interviews will take place in the week commencing 7 December or 14 December 2026 (subject to change).

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 and the HR team will get in touch with you.