

SOCIETY OF
**LONDON
THEATRE**

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**UK
THEATRE**

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Job Pack



Ticket Booth Sales Advisor/Cover Supervisor

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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:

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

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.

The **Ticket Booth Sales Advisor/Cover Supervisor** role...

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. You will monitor inventory levels, liaising with theatre box offices ensuring accurate set up of information.

How to apply

To apply for this role please submit your CV along with a covering letter outlining your experience and reasons for applying. Send your email including in the email subject line **"[Your first name and surname], Ticket Booth Sales Advisor/Cover Supervisor "** to jobs@soltukt.co.uk.

Closing Date for Applications: 10pm on Monday 9 June 2025 and interviews will take place w/c 17 June.

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.

Contract type	Permanent. We are looking for 2 candidates, one full time (5 days/35 hours per week), and one part-time (3 days/21 hours a week). There is potential for some flexibility here to be discussed at interview. Candidates must be prepared to work between Monday – Sunday.
Salary band	Salary; £31,710 FTE The band for this role is Band E.

<p>Key responsibilities & accountabilities</p>	<p>As Sales Advisor</p> <ul style="list-style-type: none"> • Sell tickets, and other related products over the counter with a focus on high levels of customer service • Provide a professional and knowledgeable ticket sales service to the public • Undertake the queue management/information function when required by business levels and at the request of management • Administer all payments accurately to maximise sales and minimise loss. To identify and recommend improvements to the sales process to management • Assist in all opening and closing procedures • Be responsible and accountable for accurate financial reconciliation and records • Keep abreast of all developments in the West End, including new productions, cast changes, recommended ages, closures etc. • Undertake and assist with promotions and marketing initiatives as they arise <p>As Cover Supervisor</p> <ul style="list-style-type: none"> • Provide informational and system support to Sales Advisors • Display proficiency in ticketing software processes including sales, refunds, reporting etc. • Manage face-to-face customer complaints, supporting Sales Advisors in the process • Liaise with box offices re allocations, mark backs and reporting
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	<ul style="list-style-type: none"> • Liaise with our ticketing provider (See Tickets) to ensure accurate set up of information and report any ticketing system errors • Accurate and timely updating of signage as required • Facilitate and promote Show of the Week and other offers through social media. • Be responsible and accountable for accurate financial management and records • Undertake financial spot audits as required • Manage all opening and closing procedures, including responsibility of building security • Ensure that any operational equipment issues are reported to the Operation Team at the first available opportunity. <p>General</p> <ul style="list-style-type: none"> • Maintain a clean, safe and secure working environment • Attend press nights where appropriate and take advantage of trade tickets when offered • Undertake any other duties as reasonably required • This role will include working weekends and bank holidays as the rota dictates.
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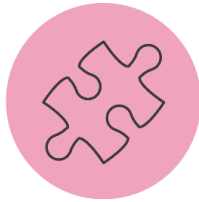
<p>Directorate</p>	<p>This role sits within the Audience and Commercial Team (ACT) whose focus is to build and retain audiences, generate income, and drive sales through our ticketing, promotions and Theatre Tokens operations, secure sponsorship, and identify new business opportunities to support our 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>Reporting to your line manager: Ticket Booth Lead</p> <p>Direct reports: None</p>
<p>Technical knowledge & skills required</p>	<ul style="list-style-type: none"> • Proven face to face customer service experience in a busy sales environment. • Experience of ticketing systems • Experience of handling customer enquiries and complaint resolution either in-person or via phone and email • Ability to quickly identify customer needs through effective questioning • An additional foreign language is desirable • Previous experience of working in an Arts environment • Detailed knowledge of West End theatres and productions • Geographical knowledge of London • A understanding and commitment to equality, diversity and inclusion

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

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.

Agile and Flexible Working	<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>
Your Health and Wellbeing	<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>WeCARE - Digital Wellbeing. Delivers a complete solution across Physical & Mental Health, Finance and Legal support and wellbeing advice from qualified professionals tailored to the individual.</p> <p>MyStrength - 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>Toothfairy - Access to smart dental App – Your personal dentist.</p> <p>The following are optional benefits:</p> <ul style="list-style-type: none">• Paid annual eyesight test.• Paid annual flu vaccination.
Your Finances and Protection	<p>We offer a competitive pension scheme and further protections.</p> <p>Pension Scheme</p> <ul style="list-style-type: none">• Contributory pension scheme - The current contributions are as follows:

	<ul style="list-style-type: none"> ○ Employer Contribution: 5% of gross pay. ○ Employee Contribution: Minimum of 3% of gross pay. <p>Personal circumstances</p> <ul style="list-style-type: none"> • Death-in-Service Insurance Cover – 3 x annual salary. • Income Protection – long term sickness cover for a proportion of salary for up to 2 years.
Annual Leave	<ul style="list-style-type: none"> • 25 days annual leave plus bank holidays (contractual), rising to 27 days annual leave after 5 years continuous service. • 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.
Personal Development	<ul style="list-style-type: none"> • We invest and believe in continuous professional development and training opportunities for all. • Where appropriate, we suggest and arrange professional mentors to offer additional external guidance.
Travel to work	<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"> • Interest free Travel Season Ticket loan.
Theatregoing	<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"> • Staff are offered complimentary tickets to see shows on set dates and sometimes to attend opening nights of productions. • All staff can buy Theatre Tokens with a 10% discount.

Events and experiences	<ul style="list-style-type: none"> • We offer many opportunities to get involved with events such as West End LIVE, the Olivier Awards, Kids Week workshops and TheatreCraft (jobs fair for craft roles in theatre sector).
Socialising with colleagues	Our staff regularly socialise together as a team and this is led by a dedicated social committee.
Sustainability	We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.
Local discounts	<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"> • Local retail discounts through Heart of London Club and Love Covent Garden. • 20% off at Trevor Sorbie hair salon.