



**NEW
WOLSEY
THEATRE**

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Box Office Supervisor

Full-time, permanent
Recruitment Pack

Deadline: 9am, Monday 7th April 2025
Interviews: Friday 11th April 2025

Welcome

Hello,

We're delighted that you're reading this application pack.

Are you a dynamic and customer-focused professional with a passion for working with the public?

We are seeking a friendly and welcoming **Box Office Supervisor** to lead our ticketing operations and help us create unforgettable experiences for our visitors.

This is a full-time permanent role, working 40 hours per week. Working hours will vary and will include some evenings and weekends. The Box Office is open Monday- Saturday 10am to 6pm, extending to 8pm on days there is an evening performance.

Key Responsibilities:

- Manage the day-to-day operations of the Box Office
- Provide regular reporting and analysis on sales and customer feedback to help us better understand our audience
- To collaborate with the Sales Manager on setting up events and ensuring compliance with GDPR regulations in handling customer data.

What We're Looking For:

- A confident problem-solver with experience of working with the public
- Someone who is self-motivated and happy to work independently
- Excellent communication skills and the ability to deal with people with confidence and warmth
- A welcoming and inclusive attitude

This is an exciting time to join the New Wolsey Theatre (NWT). We have a packed schedule of visiting productions and community projects, with over 300 performances across an annual programme of circa 80 productions. This spring, we will debut our first international collaboration, a revival of Michael Frayn's **Noises Off**, which will tour Ipswich, London, Cumbria, and Luxembourg.

The deadline for applications is **9am on Monday 7th April 2025**
Interviews will be held on **Friday 11th April 2025**

We will reimburse reasonable travel expenses for candidates to attend interviews.

We know what it's like when you're considering applying for a new job. It can be exciting and a little daunting thinking about joining a new organisation and working with new colleagues. NWT is a company of brilliant people, some know the organisation inside out, and others are just starting to put down new roots, including award-winning theatre director, playwright and cultural leader Douglas Rintoul, Chief Executive/ Artistic Director, who moved from London to Ipswich in 2022. We all believe in the transformative and life enhancing power of Theatre and creativity.

We'd love applications from people of all backgrounds, especially from Black, Asian and ethnically diverse backgrounds, those who identify as Deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds. We are up for exploring support and development needs and will make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

If you have any further questions after reading this material or would like an informal and confidential discussion about the position, or if you would like this candidate pack in different accessible formats please contact Lucy Parker lparker@wolseytheatre.co.uk 01473 295940

We look forward to hearing from you.

The New Wolsey Theatre



About you

What We're Looking For:

- **Customer Service:** A warm and friendly person who is able to effectively manage enquiries and feedback.
- **Attention to Detail and Accuracy:** The ability to process ticket bookings, financial transactions, and provide reports and data analysis with precision and thoroughness.
- **Communication Skills:** Excellent communication skills, with the ability to engage with people warmly and confidently.
- **Team Player:** You understand the importance of teamwork and are committed to working collaboratively with your colleagues.
- **Inclusive Attitude:** A welcoming and inclusive approach, ensuring all customers feel respected and valued.

About the role and the team

As the **Box Office Supervisor** you will be the face of our welcoming theatre. You'll provide a friendly and efficient service, assist with sales reporting, and ensure our box office remains presentable and stocked.

You'll collaborate closely with the Sales Manager on everything from event setup in our ticketing system, Spektrix, to analysing sales trends and data. Plus, you'll lend your expertise to training team members, ensuring everyone is well-equipped to deliver top-notch service.

Reporting to the Sales Manager, you will work with the wider communications team, which includes Sales, Marketing and Duty Managers.

You should be comfortable working independently, but you'll receive support from part-time Box Office Assistants and other colleagues during busy times.

As Box Office Supervisor you will be trained to join our Duty Managers pool, and will occasionally carry out the role of Duty Manager during busy periods, looking after our audiences during show-times.

Why Join Us? Become part of a friendly, busy, and welcoming theatre that values creativity, ambition and collaboration. NWT is a highly successful arts organisation, widely recognised for its inclusivity and innovation. This is your chance to grow professionally while contributing to the success of a much-loved local theatre.

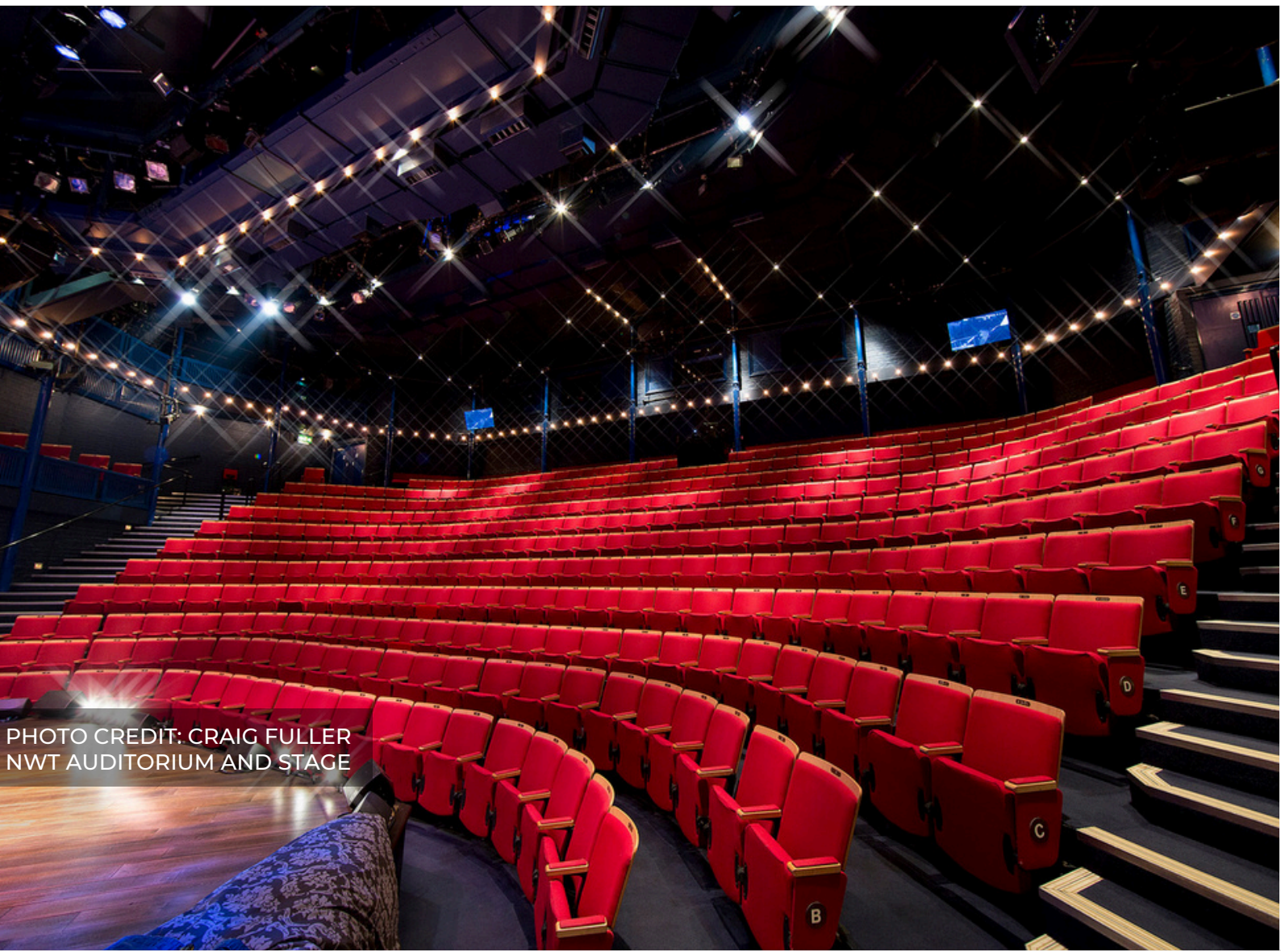


PHOTO CREDIT: CRAIG FULLER
NWT AUDITORIUM AND STAGE

Job Description

Job Title: Box Office Supervisor

Responsible to: Sales Manager

Responsible for: N/A

Job Purpose: To oversee and deliver a friendly and efficient Box Office service that includes day to day tickets sales management, maintaining customer data on the tickets sales software system, and associated reporting and banking procedures.

Key Relationships: Casual Box Office Assistants, Duty Manager, Head of Sales & Marketing, Relationship Officers, Marketing Officers, Theatre Manager, Finance Team, Café & Bar Team.

Key Responsibilities:

- Provide day-to-day management of the Box Office, to include: selling of tickets, serving customers in a friendly and efficient manner, providing telephone, email, live chat and in-person Box Office services and ensuring the Box Office is fully stocked and presentable
- Provide regular reporting on sales and customer feedback
- Support Box Office assistants as required
- Be a friendly and knowledgeable first point of contact for all enquiries and feedback
- Ensure that the processing of ticket bookings, and the provision of information to bookers, is accurate and compliant with policies and procedures
- To learn all relevant aspects of Spektrix functionality, advise and train colleagues as required and support the Sales Manager in system maintenance and administration
- Ensure the administrative and financial processing of ticket sales, including but not restricted to, cashing up and banking procedures, are completed accurately and in a timely manner
- Assist the Sales Manager in the setting up of all events (e.g. shows and performances) on Spektrix
- Assist the Sales Manager in the setting up of all other goods and services on Spektrix as required (e.g. memberships, merchandise and other ad hoc products)
- Support the administration of the Membership scheme, including but not limited to, issuing welcome packs and processing renewals.
- Assist the Sales Manager in data analysis projects, including the interpretation of sales data and trends, management of seating inventory and the monitoring of direct response marketing campaigns
- To assist the Sales Manager, and the wider Communications team, with reports and analyses of Spektrix data
- To assist the wider Communications team with department administration and projects as required

Job Description cont.

- To deputise for the Sales Manager when appropriate
- To support the Sales Manager and Head of Sales & Marketing with ensuring appropriate Personal Data processing relating to GDPR legislation
- To be part of the Front of House operation during show / event times, contributing to a positive visitor experience
- To be a member of the Duty Management, Theatre Talks and Theatre Tours pool (training will be provided)
- Assist with special events, such as Opening nights, as required

Other

- To support the development and integration of the organisation's Inclusivity and Relevance and Environmental Responsibility practices
- To adhere to all health and safety policies and positively contribute to maintaining safe working practices
- Maintain the security and confidential status of all information as designated, and to conduct all activities in a professional manner at all times
- To undertake any other reasonable responsibilities as and when required

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive.

Person Specification

We're interested in hearing from candidates with some (but not necessarily all) of the skills and experience outlined below:

- Experience of working in a customer facing / customer service role
- Experience of providing good customer service and a great visitor experiences
- A confident communicator, including on the telephone
- Experience of cash handling and reporting
- Experience of administrative duties
- Good accuracy and attention to detail
- The ability to use Microsoft Office (e.g. Word, Excel, Outlook) competently, for example; to manage a shared email inbox and to produce letters and data spreadsheets
- Good teamwork skills with ability to co-operate and compromise with others
- The ability to work independently and to take responsibility for own workload
- Calm approach to problem solving unexpected situations under pressure
- An interest in data collection and management
- The ability to analyse data and identify trends
- A welcoming and inclusive attitude, reflecting New Wolsey Theatre's commitment to equality, diversity and inclusion.
- The ability to work flexibly
- Experience / knowledge of how to use a ticketing system or Customer Relationship Management (CRM) system
- Knowledge of Spektrix
- Knowledge/ experience of producing reports from ticketing systems or CRM systems
- Experience in a data-driven sales or data analysis role
- Experience of a Front of House role within a theatre environment
- Knowledge of the arts and an interest in the theatre

Terms and conditions

Contract

This is a permanent position, subject to 6 months' probationary period

Salary

£27,315 per annum (£13.10 per hour). An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday

Hours

40 hours per week.

This role will require evening and weekend work to support delivery of the performance programme. A rota will be issued which is created around the performance schedule.

The Box Office is open Monday- Saturday 10am to 6pm, extending to 8pm on days there is an evening performance.

An example of typical shift times are 10am to 6pm or 10am to 8pm.

Overtime

No overtime payment is available. Any overtime is to be taken as Time Off In Lieu (TOIL) at a later date by arrangement with your line manager.

Location

Based at the New Wolsey Theatre, Ipswich. Ideally you will live within 30 minutes' travel to Ipswich.

Holiday

28 days per year, rising to 33 days after 5 years' continuous service (based on working 5 days per week). You will be expected to take statutory bank holidays as part of your annual entitlement unless you are required to work on a particular bank holiday

Dress Code

Box Office staff performing are permitted to wear their own clothing that is smart and appropriate for the role.

Name badges must be worn and visible at all times for all staff working Front of House.

Pension

NWT provides a contributory pension scheme with Now: Pensions. Employer contributions 3%, employee contributions 5%

Other Benefits

- Training and personal development opportunities including role specific training and organisation-wide training e.g. Disability Equality Training, Environmental Awareness Training
- Complimentary and discounted theatre tickets
- Discounts in the theatre Café & Bar
- Occupational sick pay scheme
- Free eye tests
- Enhanced parental leave pay



How To Apply

We are inviting people interested in being our **Box Office Supervisor** to complete an Application Form and our Equality, Diversity and Inclusion Monitoring Form both of which are available to download from our website <https://www.wolseytheatre.co.uk/current-vacancies/>

Please note, we do not accept CVs as a form of application, however you may submit a concise CV containing your education, training, qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch.

For example, if submitting a written application form is not the best way for you to tell us about your skills and experience, we can accept your application another way, such as video or audio file.

However you choose to apply, you will need to tell us about your education, training and qualifications, and employment history as well as to consider the following:

- Why are you interested in the role and working at the New Wolsey Theatre?
- How do your skills and experience make you the best person to be our **Box Office Supervisor**

Please read through the Job Description, Job Specification and Person Specification before applying for this role, these can be found above in this document.

If you have any questions or would like an informal chat about the role, please contact Lucy Parker on lparker@wolseytheatre.co.uk 01473 295940.



BRIEF ENCOUNTER (2023)
PHOTO CREDIT: MARC BRENNER

About our work

The New Wolsey Theatre is a not-for-profit organisation and registered charity that thrives on a mix of funding sources, including support from Arts Council England, Suffolk County Council, Ipswich Borough Council, corporate sponsorships, donations, and individual giving.

In 2023-2024, we welcomed over 82,000 visitors to more than 300 performances, showcasing a diverse programme of work.

A key focus is our actor-musician musicals, such as **Kinky Boots** (2022, co-produced with Queen's Theatre Hornchurch) and **Brief Encounter** (2023, co-produced with Wiltshire Creative in association with Yvonne Arnaud Theatre, touring to Theatre Royal Bury St Edmunds and Northern Stage). In 2024, we collaborated on **Little Shop of Horrors** with Bolton Octagon Theatre, Hull Truck Theatre, and Theatre by the Lake, as well as **Footloose** with Pitlochry Festival Theatre. Looking ahead to 2025, we will deliver our first international collaboration with a co-production of Michael Frayn's **Noises Off**, touring Ipswich, London, Cumbria, and Luxembourg.

Our annual Rock 'n' Roll Pantomime, featuring a cast of actor-musicians, remains an Ipswich institution, entertaining thousands each year. Recent highlights include **Dick Whittington and His Cat** (2023/24), which attracted over 29,000 attendees across 80 performances, and **Sleeping Beauty**, which wowed audiences this winter in person and online.

We also focus on curriculum-linked productions for schools, featuring early-career actors from the region. Recent productions include Dennis Kelly's **DNA** (2023) and a fast-paced adaptation of **Romeo & Juliet** (2024). In 2025, we will partner with Eastern Angles for the first time to deliver a new production of John Godber's **Teechers**, specially adapted for East Anglian students.

Throughout the year, we present an exciting mix of productions from acclaimed touring companies, including English Touring Theatre, London Classic Theatre, Le Navet Bête, Frozen Light, Breach Theatre, ThickSkin Theatre, Pentabus, Ad Infinitum, ATC, Middle Child, Rifco, and Tilted Wig. This ensures Ipswich audiences have access to some of the best theatre in the UK, right on their doorstep.

Digital innovation remains central to our work. Our first 'blended production', **The Snow Queen** (2020), involved live contributions from audiences at home alongside live performances in the theatre, reaching audiences worldwide. We continue to livestream much of our produced work to ensure accessibility, earning the 2021 Best Digital Pantomime Award for **Jack and the Beanstalk**.





FOOTLOOSE (2024)
PHOTO CREDIT: WILL GREEN PHOTOGRPAHY

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About our work

Not all our work is just about us. We have an inspiring cohort of associate artists including Aspire Black Suffolk, Jamie Beddard, Mae Munuo, Martha Loader, The Paper Birds and Spinning Wheel Theatre.

In 2024, we co-produced Martha Loader's darkly funny new play **Bindweed** with The Mercury Theatre Colchester and HighTide, in association with The Royal Exchange Theatre. Martha, a recipient of the Film4 and Peggy Ramsay Foundation Bursary, has been with us for a one-year attachment to continue developing her craft and a new play for us.

We are proud to have received the East Anglian Daily Times Community Impact Award and the Suffolk Business of the Year Award, recognising our contributions to the arts and our local community.

We in the process of cultivating exciting projects and co-productions with new UK and international partners for 2025 and beyond.



SLEEPING BEAUTY (2024/25)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



LITTLE SHOP OF HORRORS (2024)
PHOTO CREDIT: PAMELA RAITH

Creative Communities

NWT recognises that culture plays a significant role in building and sustaining communities. We believe in the power of the creative potential in each of us, and strive to provide communities from every part of Ipswich with opportunities to participate in, make and enjoy culture.

Creative Communities is our programme of productions, projects, activities and opportunities for young people, local communities, and the education sector. Some of our recent work includes:

- A social prescribing project **Tell Your Story** delivered in collaboration with the NHS
- A **Warm Space** offer in our Front of House that supported the most vulnerable members of our local community during the cost of living crisis
- **Let's Play** an early years project created in partnership with a local primary school
- **Get up and Go** free summer activity for children in receipt of free school meals
- **The Big Afternoon** a free, outdoor community festival
- **A Midsummer Night's Dream** a mainstage production by our Youth Theatre groups
- **Hare & Tortoise** a Primary schools production touring to 24 schools across Suffolk

Our Creative Communities work also includes supporting the education sector to engage with our produced work; offering creative careers focused opportunities to young people and community hires in our main auditorium.

We run seven term time Youth Theatre groups, including our new Young Creatives offer for 16-21 year olds who are emerging theatre makers. There are 150 spaces for young people to take part across the year which includes our Youth Theatre Plus and Squared offer for disabled and neurodivergent young people.

Alongside our own projects we regularly collaborate with other organisations and support the work of a wide range of local groups including Aspire Black Suffolk (advocacy), Volunteering Matters (social action), UnScene Suffolk (a community arts organisation for visually impaired adults) and Suffolk Refugee Support, by hosting them in NW2. Having communities, staff, practitioners, and artists in the same space provides fertile ground for future creative collaborations ensuring NWT is truly representative of Ipswich.





HARE & TORTOISE (2025)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



SENIOR YOUTH THEATRE
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



METAMORPHOSES (2023)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY



ROMEO & JULIET (2024)
PHOTO CREDIT: WILL GREEN PHOTOGRAPHY

Arts and Culture, Suffolk and the East of England

If you don't know much about Ipswich, it's the county town of Suffolk and is a medieval port and industrial town with a strong history; the urban area has a population of 130,000 and all eyes are currently on the town – and for good reason. The town has been reinvented by investment in its extremely popular waterfront as well as the introduction of the University of Suffolk in 2007. It has a new vision to transform the life of the town and has one of the fastest-growing economies in the UK and is emerging as one of the best places to live in the country.

Unusually, Ipswich has a very large arts ecology, being home to local, regional, and internationally renowned companies including DanceEast, Gecko Theatre, High Tide, Russell Maliphant, Spill Festival, Eastern Angles, Red Rose Chain and New Wolsey Theatre. The cultural sector is dynamic, connected and collaborative; the leadership of NWT plays a significant role.

Because the town is small, it means it has everything you need within proximity. You also get the benefit of the Suffolk countryside, and it's only about 12 miles from the coast. Ipswich Station and Derby Road are the two primary train stations in the town. The former is on the London to Norwich line and has services to London Liverpool Street in a little over an hour. There are also direct trains to Colchester, Felixstowe, Lowestoft, Peterborough and Cambridge.





IPSWICH WATERFRONT
PHOTO CREDIT: IPSWICH CENTRAL



CHRISTCHURCH MANSIONS, IPSWICH
PHOTO CREDIT: IPSWICH MUSEUMS

Equal Opportunities

The mission of NWT is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. We aim to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. We oppose all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our organisation, the arts industry and on our stages. We are particularly interested to receive applications for this role from Black, Asian and ethnically diverse people, those who identify as deaf and disabled people, neurodivergent people, members of the LGBTQIA+ community and those from lower socio-economic backgrounds.

We are happy to make reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.



Environmental Responsibility

NWT recognises the climate emergency and the role each of us can play in contributing to, and advocating for, a sustainable future.

We are proud that since 2012-13 our investment in building improvements has resulted in a 65% reduction in the carbon footprint created by our use of energy and water.

We are working on a range of measures to make significant environmental impact reductions across all strands of our work and have recently established a cross-organisation working group made up of passionate committed colleagues to set ambitious targets and delivery plans.

All NWT staff are participating in Environmental Awareness training and we are working with organisations such as The Suffolk Carbon Charter to ensure that we draw upon expertise and best practice.

We have been recognised with a Suffolk Carbon Charter Silver Award.

NWT's position at the heart of our community makes us ideally placed to be a shining example of positive change.