



GARSINGTON OPERA
AT WORMSLEY



Box Office Coordinator



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About Garsington Opera

Located in the stunning Chiltern hills on the Wormsley estate, Garsington Opera is a prestigious summer festival with a fast-growing international reputation. With performances in June and July we produce four productions each year, in partnership with our two resident orchestras The English Concert and the Philharmonia. We have recently opened Garsington Studios, which provides state of the art rehearsal spaces, production workshops, café, offices and a home for our acclaimed community programme and world-class Emerging Artists scheme. This is an exciting time to join an innovative and growing company.

GO Mission

- To enrich the lives of our audiences and participants by producing operas which are theatrically compelling and of exceptional musical standard
- To encourage and expand knowledge and appreciation of opera through performance and exciting life-long participatory projects with a dynamic, inclusive, outreach programme in the community, for all ages and abilities from diverse backgrounds
- To discover, encourage and nurture the best young performing talent, particularly from the UK, providing an outstanding programme of development for young professional singers
- To broaden our audience through appropriate use of digital media
- To grow our national and international reputation

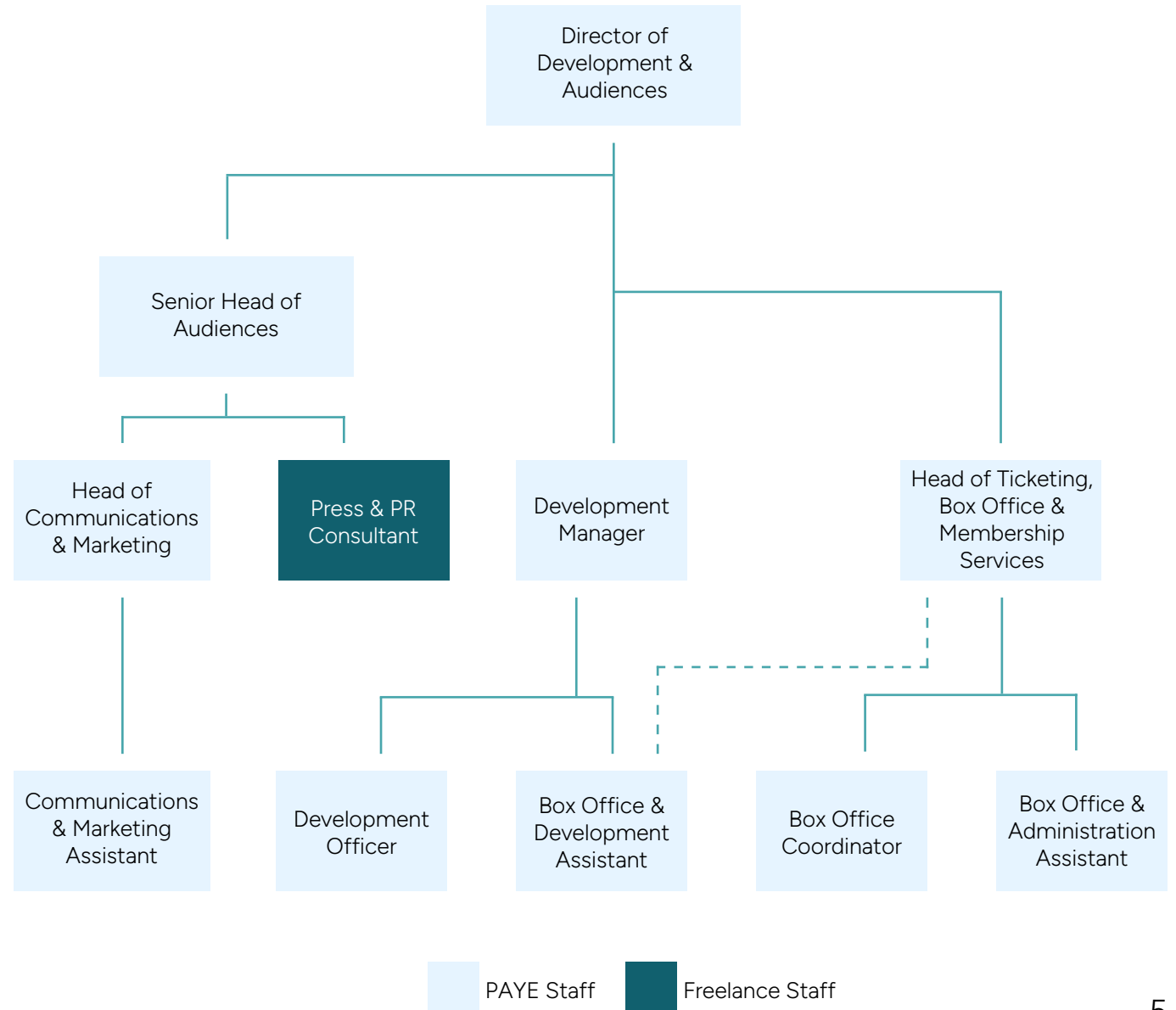


The Role

The Box Office Coordinator plays a key role in delivering a smooth and welcoming booking experience for all audiences engaging with Garsington Opera across the Festival season and our year-round activity. Alongside core responsibilities in customer service, member relations and data management, the role is central to engaging with audiences beyond standard ticket buyers, including coordinating bookings for tour groups, liaising with industry contacts for Dress Rehearsal events, and facilitating the ticketing of schools and community events through our GO Participate initiatives. Acting as a primary point of contact for a wide range of stakeholders, the postholder must be a clear communicator, be efficient and offer a high standard of service, helping to build and maintain strong relationships that enhance audience development and maximise attendance across all performances and events.



Development & Audiences Team





Job Specification

Post: Box Office Coordinator

Hours: Permanent, full time with some home-working considered

Reporting to: Head of Ticketing, Box Office & Membership services

Salary: £26,500 to £28,500

Application deadline: 9am on Friday 25 September 2026

Interview date: Tuesday 6 October 2026 at Garsington Studios

Start date: November 2026

Based at Garsington Studios, our office hours are 9.30am - 5.30pm, Monday - Friday except during the opera season (May - July) when evenings and weekends are included as well as occasional events throughout the year.

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes in legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Garsington Opera is committed to providing and supporting an inclusive environment that promotes equality, diversity, and inclusion. We are aware how a diverse team enriches our culture, where all can reach their full potential and flourish whatever their background. We encourage applications from all suitably qualified persons, regardless of background, race, sex, gender, disability, sexual orientation, religion/belief or age.



Key Duties and Responsibilities

- Receive, process and respond to incoming enquiries by telephone and email, primarily facilitating the sale of ticketed events and memberships
 - Oversee the tracking of unpaid orders and coordinate the Box Office team in contacting customers to arrange payment of outstanding balances
 - Maximise revenue through the effective management of waiting lists and the release of holds, in agreement with the Head of Ticketing
 - Review the recording of resale listings and sales across the team to ensure consistency in processing and financial reconciliation
- Lead the ticketing of dress rehearsals and distribution of related audience communications
 - Liaise with various internal and external contacts representing different stakeholders and audience groups to achieve maximum possible attendance
 - Facilitate and promote a lottery ballot for local audiences
 - Produce seating plans and audience communications for attendees
- Serve as the primary contact for tour group enquiries and bookings, offering a bespoke and personal service
 - Assist tour group representatives in their planning for ticketing and catering
 - Manage invoicing of groups in collaboration with the finance team



- Support the Head of Ticketing in configuration and maintenance of the Tessitura database
 - Help with the event set up of season performances and configuration of events for sale through various channels
 - Set up pricing rules and promo codes in support of the ticketing strategy
 - Assist in the reporting of sales data to other departments and colleagues
- Liaise with GO Participate, our learning & participation team, to manage ticketing requirements for their public events
 - Configure access controlled online booking pages
 - Produce seating plans and audience information sheets
 - Manage invoicing of schools as required in collaboration with the finance team
- Work duty rota shifts on the Box Office desk at Wormsley during the Festival season (May-July), creating and distributing required daily paperwork to onsite staff
- Produce Gift Aid claims and submit documentation to HMRC, covering ticket donations, memberships & other contributions
- Work with the Development team to maximise Gift Aid income through effective and accurate systems for recording gift aid declarations
- Support in the configuration of the Box Office telephone system
- Support the Head of Ticketing in the delivery of Box Office activity as required



Person Specification

Essential

- Significant customer service experience in a relevant sector
- Extensive experience in the use and principles of CRM systems
- Familiarity with ticketing strategies for theatre/live events
- Strong IT skills with emphasis on Excel, Teams and SharePoint
- Familiarity with online booking channels and their formats
- Experience in managing consecutive projects to a deadline
- Confident and articulate in written communications
- Clear and comfortable phone manner
- Tactful and diplomatic approach to stakeholder interactions
- Clear understanding of GDPR principles
- High level of attention to detail

Desirable

- Experience of using Tessitura CRM system
- Working knowledge of Gift Aid declarations and claims
- Previous use of data analytics tools
- Experience of CRM configuration and event build
- Full UK driver's license and own car



Staff Benefits

Garsington Opera is committed to making sure that all our staff are supported in both their professional and personal lives. As part of this, we are able to offer members of staff a range of benefits including:

- 25 days annual leave and bank holidays
- annual leave allowance increases with length of service
- staff pension scheme
- cycle to work scheme
- death in service scheme
- tech scheme
- electric vehicle lease scheme
- enhanced maternity/adoption/shared parental leave
- employee assistance programme
- dress rehearsal tickets during the Opera Festival
- free on-site parking
- on-site EV charging available.



How to Apply

The closing date for applications is 9am on Friday 25 September 2026. Applicants should submit a cover letter and CV as PDFs via email to **admin@garsingtonopera.org**

CVs should include:

- details of relevant achievements and experience as well as educational and professional qualifications
- contact details including day and evening telephone/mobile numbers.

Your covering letter should:

- be no longer than two pages
- summarise why you are interested in this post
- highlight your relevant experience matching the criteria outlined on pages 6 - 8.

Successful applicants will be contacted and invited for interview. Interviews will take place on Tuesday 6 October 2026 at Garsington Studios.



Garsington Opera

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