

Waterperry Opera Festival

Role	Box Office Manager
Reporting to	Audience and Engagement Manager
Location	Waterperry House and Gardens, Oxfordshire
Period of Engagement	14 selected days from mid-July to 19 th August
Fee	£1,275

About Waterperry Opera Festival

Waterperry Opera Festival is a unique and innovative opera festival hosted at the beautiful Waterperry House & Gardens in Oxfordshire. The festival offers high-quality, accessible, and socially relevant work, created and performed by a diverse company, which bridges the gap between artists and audiences. Our vision is for more people to try opera, be enriched by it, and think it is for them. Please visit www.waterperryoperafestival.co.uk for more information about our work and 2024 Summer Festival.

Overview of the Role

Waterperry Opera Festival's annual Summer Festival welcomes over 4,500 audience members to discover opera and classical music events performed around the stunning setting of Waterperry House and Gardens. The WOF Box Office Manager is responsible for ensuring that our audience experience a high-level of customer service at the Festival, and will be responsible for overseeing ticketing general inquiries at the Festival.

The WOF Box Office Manager will also lead a group of dedicated volunteer Box Office Assistants who make up a large part of WOF's Front of House team. As our ethos is based upon making our work accessible and inclusive to all, it is essential that the WOF Box Office Manager leads their team by example and delivers an excellent standard of customer-care which ensures that all audience members feel welcome at Waterperry Opera Festival.

As this role is season-based, the WOF Box Office Manager will join the WOF Team from mid-July for 3 days of planning on a remote-working basis. The WOF Box Office Manager will then be required on-site in Waterperry (Oxfordshire) for 11 selected dates in August (8th – 19th August, with a day off on 12th August). On-site accommodation and meals will be provided during the required period of attendance at Waterperry.

Key Responsibilities

July

- Attend a site visit at Waterperry House and Gardens and develop a good understand of the site, learning the audience and performance area information
- Develop a thorough understanding of the Waterperry Opera Festival events, performances and hospitality activities taking place between 9th – 18th August
- Develop a good understanding of the pre-prepared volunteer schedule, supporting the Audience and Engagement Manager with any final scheduling requirements
- Attend a pre-Festival zoom call with the WOF volunteers stewards (hosted by the Audience and Engagement Manager)

August

- Manage the WOF Box Office inbox and phone from during the on-site Festival period, ensuring a friendly, polite and efficient response to general enquiries
- Ensure that all operations are carried out under GDPR and Safeguarding best practice
- Set up and manage the Box Office during the Festival and be responsible for its smooth running
- Lead a cohort of volunteer Box Office Assistances working in the box office and ensure they receive the relevant training and support to carry out their assigned responsibilities (e.g. checking-in audience members, taking payments, knowledge of site layout)

- Represent Waterperry Opera Festival as a key face during the Festival and support with the positive experiences of our audience members
- Oversee the ticketing systems and 'checking-in' of all attendees during the Festival
- Oversee the taking of card payments and general bookings during the Festival
- Although WOF operates as a cashless Festival, be responsible for the safekeeping of any cash takings at the box office, passing on any cash income to the Audience Engagement Manager or Treasurer for processing
- Work with the Audience Engagement Manager, General Manager, and Marketing Consultant to manage company complimentary tickets, and VIP, industry, and press bookings
- On 19th August, lead on the pack-down of Box Office elements across the Festival, ensuring that all re-useable Box Office equipment and assets are carefully returned and packed away

Person Specification

Essential Skills and Experiences

- Previous experience working within a Box Office / stewarding capacity
- Excellent customer service skills and demonstrable experience on customer service positions
- Excellent leadership and communication skills
- Ability to uphold high professional standards when working in a fast-paced environment
- Excellent teamwork and problem-solving skills, applying a 'can do' attitude towards tasks

Desirable Skills and Experiences

- Experience managing volunteering teams
- Knowledge of the Performing Arts industry, and interest in operatic/classical performances
- First Aid trained
- Strong Microsoft Office skills

How to Apply

To apply for the role of WOF Box Office Manager, please send a CV and covering letter to info@waterperryoperafestival.co.uk by **9am on Monday 15th April**.

Selected candidates will be invited to attend an interview in London on Monday 22nd April. Zoom interviews will be offered if necessary.

If you have any questions regarding the role or how to apply, please contact info@waterperryoperafestival.co.uk in advance of the deadline.