

Box Office Supervisor

20 hours per week

Hawk's Well Theatre is recruiting for a Box Office Supervisor. This part-time position is a great opportunity for an experienced box office and administrative lead to join and really make an impact in an established and ambitious arts centre. The right person will bring strong experience and the energy and drive to coordinate the box office, reception and visitor services function of the theatre.

Purpose of the Role

The Box Office Supervisor is responsible for the day-to-day management of ticketing operations, ensuring an excellent customer experience, accurate financial controls, and smooth delivery of all box office services.

Key Responsibilities

- Report to Box Office Manager
- Oversee daily box office operations, including in-person, phone, and online ticket sales
- Supervise and support box office staff and casual ticket sellers
- Ensure accurate setup of events, pricing, discounts, and seating plans on the ticketing system
- Manage cash handling, reconciliations, and end-of-day reporting
- Produce box office sales reports for management and visiting companies
- Act as first point of contact for customer queries, complaints, and access needs related to ticketing
- Liaise with programming, marketing, and operations teams to ensure correct on-sale information
- Maintain audience data in line with GDPR and organisational policies
- Support membership, loyalty, and promotional schemes as required

Skills and Experience

- Experience working in a box office or ticketing environment
- Strong numerical accuracy and attention to detail
- Excellent customer service and communication skills
- Confidence using ticketing software and reporting tools
- Ability to supervise staff and manage workloads effectively
- Calm, solution-focused approach in a live events environment
- Knowledge of Ticketsolve ticketing software is desirable but not essential

Working Pattern

20 hours a week, with hours scheduled around performances and peak sales periods, including evenings and weekends. Additional hours may, on occasion, be requested to work outside the contract and will be remunerated accordingly.

Salary

€16K

HOW TO APPLY

Interested candidates are invited to apply by providing the following items:

- A CV highlighting your relevant experience for this role.
- A covering letter outlining your experience and reason for applying for the role.

Please send your application by email only addressed to Chloe Gilmore, Box Office Manager to chloe@hawkswell.ie with subject line 'Box Office Supervisor Role'. Closing date for applications is Friday 6 March at 5pm. Late applications will not be accepted.