



JOB PACK

BOX OFFICE ASSISTANT



ADRIAN LESTER
COST OF LIVING



TAMSIN GREIG
PEGGY FOR YOU



**MAISIE WILLIAMS
& ZACH WYATT**
I AND YOU



**DANNY SAPANI
& TIFFANY GRAY**
BETWEEN RIVERSIDE AND CRAZY



JOB PACK **BOX OFFICE ASSISTANT**

OUR MISSION

Welcome to Hampstead Theatre where we champion the original, presenting world-class work on two ever-transforming stages. Since its earliest incarnation in a simple hut over 60 years ago, Hampstead Theatre has always attracted outstanding talent, from Harold Pinter, Mike Leigh, and Tom Stoppard to Nina Raine, Roy Williams and Beth Steel - innovators and original thinkers, every one.

As one of London's leading producing theatres we showcase the very best of what's new; taking pride in the premiere of an astonishing debut, an inventive reimagining of an existing work, or an enthralled first-time audience member. We present plays that are ingenious, surprising and accessible.

Our state-of-the-art home is in North West London, offering West End production values – but with tickets at a fraction of the cost. We believe in thought-provoking stories that are intelligently told, leaving audiences entertained and exhilarated. We're passionate about our work, and we can't wait to share it with you.

WORKING TOWARDS AN INCLUSIVE CULTURE

Hampstead Theatre is committed to reflecting the diversity of contemporary England in the work presented on stage, in the colleagues who work here in whatever capacity and in the audience we welcome. Everybody who engages with Hampstead Theatre should feel able to express their full selves and we take seriously our commitment to removing any barriers, whether visible or invisible, which prevent anyone from doing so.

DISABILITY CONFIDENT EMPLOYER

All d/Deaf and/or disabled candidates who demonstrate they meet the essential criteria in the person specification will be invited for interview.

If you require this job pack in another format (eg large print, audio), please email jobs@hampsteadtheatre.com.

If this application process is not appropriate for you due to your access needs, please contact us to discuss an alternative approach by emailing jobs@hampsteadtheatre.com.



IMELDA STAUNTON
GOOD PEOPLE



SIMON RUSSELL BEALE
MR FOOTE'S OTHER LEG



RAY FEARON
& CLARENCE SMITH
THE FIRM



MYANNA BURING
ANTHROPOLOGY



HOW TO APPLY

The application deadline is midday on **Wednesday 8 July 2026**.

To apply for the position,

1) Email your CV and cover letter to jobs@hampsteadtheatre.com with the reference **BOA** in the subject line.

In your cover letter, please outline why you are interested in the role and how your skills, knowledge and experience relate to the person specification.

2) Complete the following form:

<https://forms.cloud.microsoft/e/HRgBmngxki>

The form will ask you for your personal details and details of two referees.

3) Complete the personal characteristics form:

<https://forms.cloud.microsoft/e/Xp7B08SLzg>

JOB DESCRIPTION

Job title: **BOX OFFICE ASSISTANT**

At Hampstead Theatre, we create progressive, thought-provoking and original theatre, working with the best creative talent. Our productions demand exceptional technical skill, care and collaboration to support artists in realising bold and ambitious work.

We are looking to expand our pool of part time Box Office Assistants to support the Head of Ticketing and Sales in maximising revenue from the sale of tickets and ensuring our audience receive the highest standards of customer care.

The successful candidate will be an energetic individual, with a passion and love for live Theatre and previous experience of delivering the highest standards of customer care in a similar environment. Previous experience using a computerized Box Office system is desirable but not essential. Passion, a flexible approach and calmness under pressure are a must.



CAST OF
ROCK 'N' ROLL

EMILIA FOX
& THEO JAMES
SEX WITH STRANGERS

SHARON D. CLARKE
CAROLINE, OR CHANGE

ROBERT LINDSAY
PRISM

RESPONSIBILITIES INCLUDE

Sales and promotion

- Carrying out the sale of tickets and memberships to the public.
- Responding to customer queries in an informative and courteous manner.
- Maximising tickets sales and actively promoting the theatre and all its activities.

Customer Care

- Maintaining the box office as a friendly and welcoming environment for visitors to the building and acting as reception point for the building.
- Welcoming and encouraging visitors with access needs.
- Assisting in ensuring all box office information such as concessions policies and opening hours are accurately and appropriately publicised.
- Dealing with customer comments and complaints in an appropriate manner and forwarding complaints as appropriate.

Box Office procedures and systems

- Accurately recording customer data and keeping the database up to date.
- Complying with data protection principles.

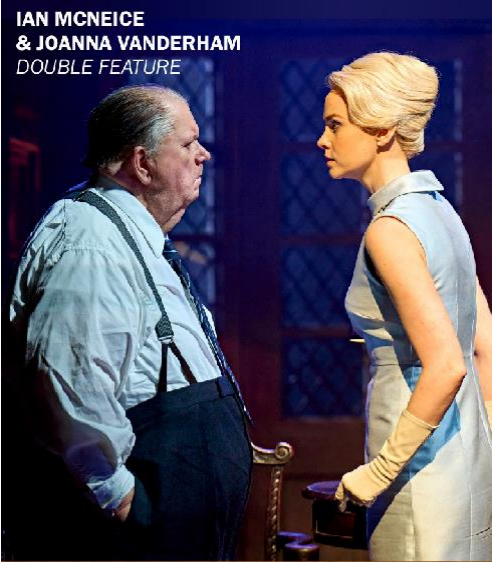
Other

- Processing ticket requests for VIPs and patrons, as requested.
- Participating in marketing initiatives and promotions.
- Working closely with other departments in the building to ensure good communication.
- Following health and safety and security procedures.

The following responsibilities apply to all Hampstead Theatre staff:

- Participating actively in the life of the theatre.
- Complying with Hampstead Theatre's Diversity, Health & Safety, Environmental Sustainability, GDPR and other policies at all times.
- Carrying out administrative work generated by the above activities.

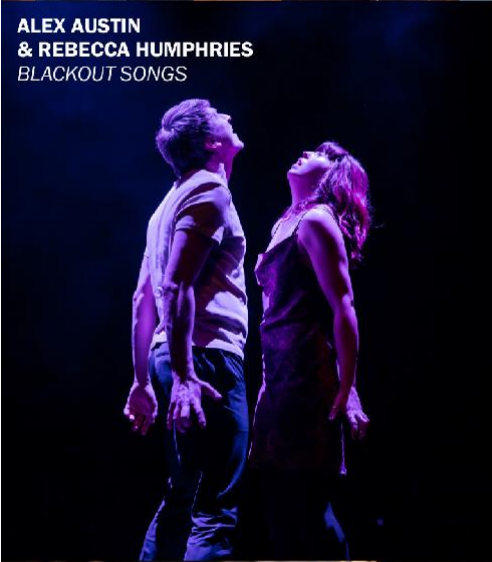
This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.



IAN MCNEICE
& JOANNA VANDERHAM
DOUBLE FEATURE



BAYO GBADAMOSI
& COLIN MORGAN
GLORIA



ALEX AUSTIN
& REBECCA HUMPHRIES
BLACKOUT SONGS



RACHAEL STIRLING
THE DIVINE MRS S

PERSON SPECIFICATION

- Previous experience of delivering the highest standards of customer care in a similar environment
- Excellent interpersonal, communication and customer care skills.
- Highly accurate and well-organised with good time management skills.
- Ability to remain calm whilst working under pressure.
- Flexible, responsive and a team player.
- Available for evening and weekend events as required.
- Previous experience using a computerized Box Office system is desirable but not essential.

TERMS & CONDITIONS

Dates: Joining the rota of part time Box Office Assistants as soon as possible.

Salary: £13.80 per hour. A minimum shift is 4 hours,

Hours: This is a part-time position, with work offered on a zero hours basis on a monthly rota based on your availability and the needs of the business.

Holiday: Equivalent to 5.6 weeks' holiday for a full year, pro rated.

Notice: One week during three-month probationary period.

Other benefits:

- Interest-free season-ticket travel loans.
- Complimentary tickets for performances.
- After 13 weeks' service, you will be automatically enrolled in our NOW: Pensions scheme which includes an employer's contribution of 3% on qualifying earnings (where the employee also contributes at least 5% on qualifying earnings).
- Enhanced maternity leave, paternity leave and sick pay.
- Stress counselling helpline.
- 10% discount at Hampstead Theatre's Café Bar.

PRIVACY NOTICE

Hampstead Theatre takes its responsibility for protecting your personal information seriously. Hampstead Theatre's job application process will only request data relevant to verifying the identity of a candidate or determining their suitability for a position.

Access to the information contained within your application will be limited only to individuals administering the recruitment process or individuals shortlisting and/or interviewing. Occasionally, Hampstead Theatre may ask external parties to assist with shortlisting and/or interviewing. On these occasions, Hampstead Theatre will ensure external parties commit to following the same data protection principles as the theatre. Your application and any correspondence will be kept for up to a year following the closing date before being deleted.

Applying for a position at Hampstead Theatre indicates your consent to your data being processed in the manner described above.

More information can be found here:

<https://www.hampsteadtheatre.com/company/privacy-policy/>

