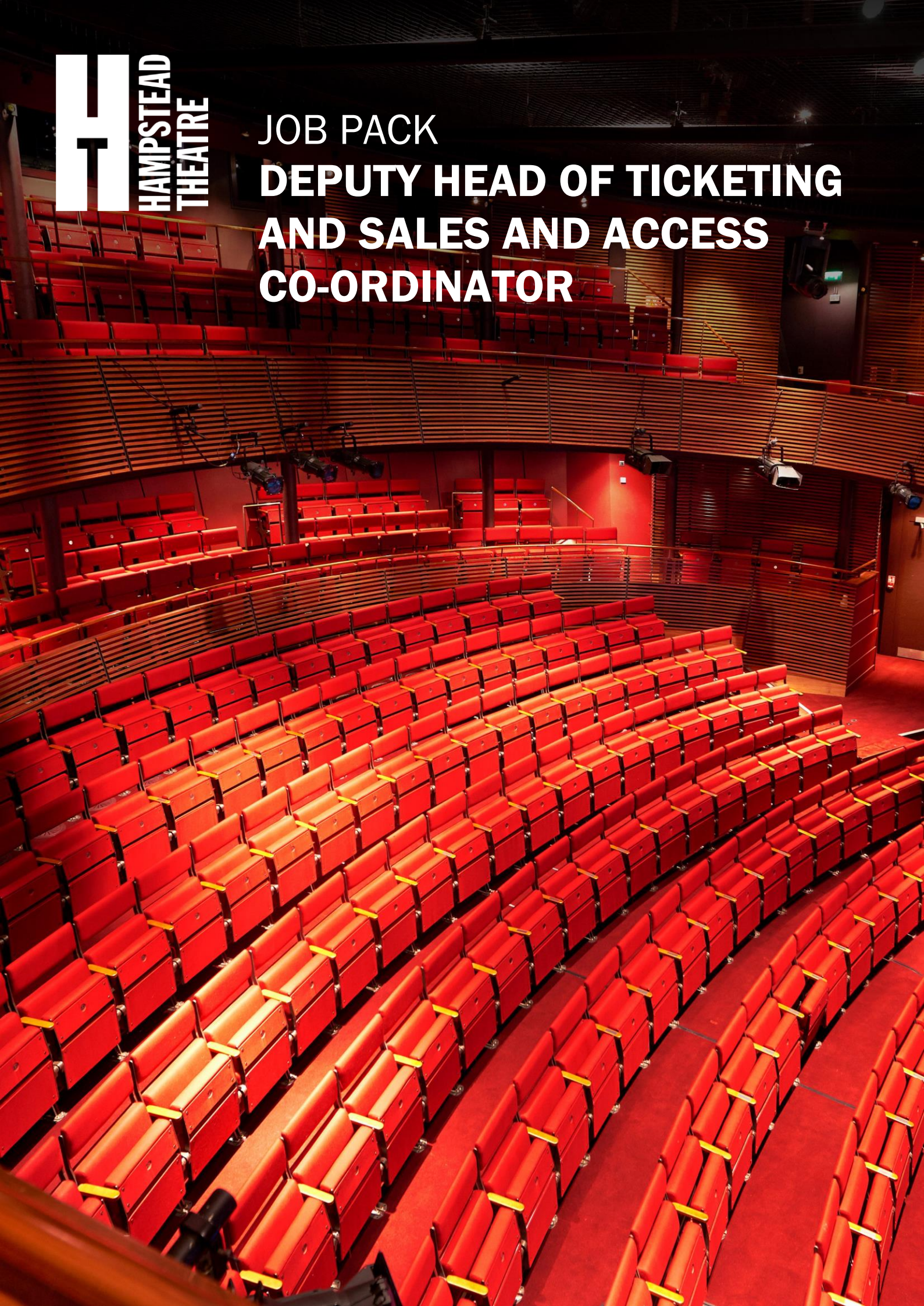




JOB PACK
DEPUTY HEAD OF TICKETING
AND SALES AND ACCESS
CO-ORDINATOR



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 DEPUTY HEAD OF TICKETING AND SALES AND ACCESS CO-ORDINATOR

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.





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 **Friday 25 July 2025**.

To apply for the position,

1) Email your CV and cover letter to jobs@hampsteadtheatre.com with the reference **DHOTS** 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.office.com/e/EYmK3tFODY>

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

3) Complete the personal characteristics form:
<https://forms.office.com/e/94w4u4dmWy>

JOB DESCRIPTION

Job title:
**DEPUTY HEAD OF TICKETING AND SALES AND
ACCESS CO-ORDINATOR**

Reports to:
HEAD OF TICKETING AND SALES

At Hampstead Theatre, we create progressive, thought provoking and original theatre, working with the best creative talent.

The Deputy Head of Ticketing and Sales and Access Co-Ordinator will provide support to the Head of Ticketing and Sales in maximizing ticket sales and ensuring the highest standards of customer care are maintained. They will take particular responsibility for the day-to-day supervision of the ticketing team and assist with the setup of offers on the ticketing system. In addition, they will champion, advocate and manage access provision throughout the organisation.

If you have experience using ticketing software and supervising staff, have excellent interpersonal, communication and customer care skills and a passion for championing access provision, we would love to hear from you.



**EMILIA FOX
& THEO JAMES**
SEX WITH STRANGERS



SHARON D. CLARKE
CAROLINE, OR CHANGE



ROBERT LINDSAY
PRISM



RESPONSIBILITIES INCLUDE:

Ticketing

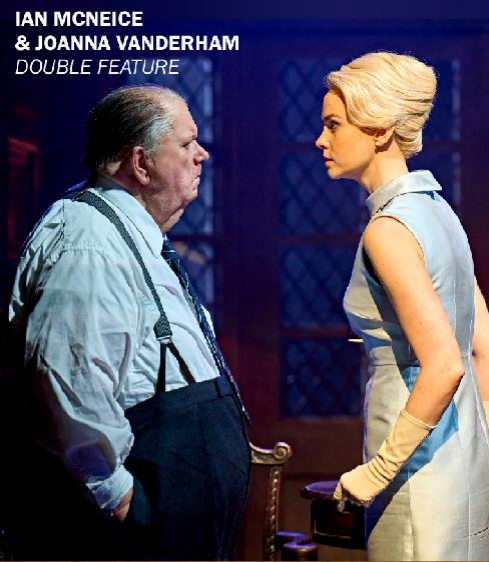
- Managing the rota for the box office team, ensuring an appropriate level of staffing at all times.
- Completing weekly timesheets for the ticketing team.
- Training box office and other Hampstead staff on the ticketing system, policies and procedures.
- Supervising the box office team and dealing with any queries that arise.
- Managing comps, holds, house seats, reservations and returns.
- Dealing with customer complaints and queries.
- Maintaining and promoting the highest standards of customer care at the box office.
- Preparing banking and Society of London Theatre returns and carrying out financial reconciliation and reporting.

Marketing

- Setting up marketing offers on the box office system as directed.
- Overseeing the audience feedback platform and managing its distribution and appearance on the website.
- Reporting on the success of marketing strategies and email campaigns to the marketing department including tracking return on investment and other key metrics.
- Networking and liaising on behalf of the marketing team with ticket agents and third-party sellers to increase ticket sales. Reporting on such activities and influencing future relationships with this first-hand knowledge.

Access

- Championing and advocating the access provision throughout the organisation.
- Maintaining the Access Membership scheme.
- Keeping abreast of developments in access provision and services in the theatre and arts industry and innovating for the introduction of new services, ensuring the access provision at Hampstead Theatre is current best practice.
- Attending external training courses on access awareness and relaying this training to Box Office & Front of House Teams.
- Programming and liaising with Stage Text and other external access service providers to schedule assisted performances.
- Ensuring a high level of service is provided to users of accessible performances.
- Ensuring access equipment, such as Infra-red Headsets, is fully functioning and that staff are adequately trained to demonstrate their use to customers.



General

- Deputising for the Head of Ticketing and Sales as required.
- Supporting the work of the development team in promoting membership, donations and patrons scheme.
- Supporting the work of Hampstead's access programme, ensuring the theatre is accessible to all users.
- Supporting the work of Hampstead's ticketing schemes such as the Downstairs Club offering priority access to Under 30s.
- Undertaking any other duties as may reasonably be required.

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.

PERSON SPECIFICATION

Essential

- Previous experience supervising staff.
- Excellent interpersonal, communication and customer care skills.
- Excellent digital literacy and ability to learn new digital systems.
- Previous experience using ticketing software.
- Tactful, diplomatic and able to maintain confidentiality for sensitive information.
- Highly accurate and well-organised with good time management skills.
- Ability to remain calm whilst working under pressure.
- Flexible, responsive and a team player.
- Commitment to Equality, Diversity and Inclusion initiatives.
- Available for evening and weekend events when necessary.
- Ability to work without supervision and take initiative.
- Ability to anticipate the needs of colleagues.

Desirable

- Experience using Tessitura.



TERMS & CONDITIONS

Salary: c. £31,000 p.a depending on experience.

Hours: This is a full-time position. A normal working week would consist of 35 hours, Monday to Friday. Office hours are 10am – 6pm although, due to the nature of the role, evening and weekend work, reflecting box office opening hours, may occasionally be required.

Holiday: Generous holiday allowance of 25 days plus Public Holidays.

Notice: One week during three-month probationary period, eight weeks after probation is passed.

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/>