

THE
BELGRADE
THEATRE
COVENTRY



Box Office Assistant

**CANDIDATE
PACK**

HELLO

+ WELCOME!



Thank you for your interest in this role. It's an exciting time to join the Belgrade Theatre, as we springboard into the future, building on a completed £5.5m capital project, leadership change and ACE Uplift to a Band 1 organisation.

The Belgrade Theatre is one of the largest professional producing theatres in the West Midlands, engaging 250,000 people annually through high quality performances, training, education and community outreach. We have two auditoria (858 and 250 seats), four studios, a production workshop, café, bar, new conferencing facilities, and a digital innovation space.

In January 2022, Laura Elliot and Corey Campbell took over the leadership of the organisation, and are implementing ambitious plans that build on the theatre's rich history of pioneering theatre, participation, and talent development and realise a lasting place of sanctuary for creatives and communities.

**BELGRADE
THEATRE**

Our mission and values



NEW VALUES TO INSPIRE

ACTING TOGETHER: We believe by collaborating and co-creating, we'll be greater than the sum of our parts, working collectively to the power of Coventry's people.

COME AS YOU ARE: We believe in providing an inclusive experience to ensure everyone who encounters us can do so as themselves, and that lived experience empowers the LIVE experience.

ALWAYS EVOLVING: We believe in learning and ambition. Each step we take propels the next, and every exit can become a new entrance.

OUR STRATEGIC PRIORITIES

REPUTATION: Grow the profile of the Belgrade as a centre for transformative theatre, contributing to the cultural profile of Coventry and wider region.

RESILIENCE: Future proof the organisation, securing long-term financial and environmental sustainability.

INCLUSION: Embed diversity, access and inclusion in every aspect of what we do.

A NEW MISSION TO PURSUE:

To lead a people-first, creative powerhouse, providing transformative experiences, diverse storytelling, mutual learning and enrichment.

AS A STAGE FOR COVENTRY:

We produce and present performances that celebrate our city's diverse stories, artists and communities, and share them with the world; building a reputation for diverse, inspirational theatre.

AS A THEATRE OF LEARNING:

We invest in our region's talent, using our facilities and staff to provide training and opportunities for the next generation of artists and leaders.

AS A THEATRE OF TRANSFORMATION:

We provide space and opportunities for people to explore their creativity and enrich their health, belonging and education.

Over the next 3 years we will lead a 'people first' approach; prioritising co-creation and cultural democracy; aiming to be a leading example of an inclusive learning theatre that sits at the heart of its community.

**BELGRADE
THEATRE**

Job description



Job Title: Box Office Assistant

Location: Coventry

Department: Box Office

Contract: Permanent | Part-Time (20 hours per week)

Rate of Pay: £12.82 per hour

Closing Date: 22 August 2025

Do you want to create meaningful connections between theatre and community?

The Belgrade Theatre is seeking a friendly, motivated Box Office Assistant to join our Front of House and Audiences Team. As one of the first points of contact for our visitors, you'll play a vital role in shaping excellent customer experiences, supporting ticket sales, memberships and donations while maintaining the highest standards of customer care.

This role is perfect for someone passionate about live events and arts access, who thrives in a fast-paced, customer-focused environment.

Please note: Applicants should live within commuting distance of Coventry.

About the Role

As a Box Office Assistant, you'll work as part of a rota-based team handling in-person and phone ticket sales via Spektrix, our box office system. You'll provide accurate information about events, encourage deeper engagement through upselling memberships and donations, and ensure every customer leaves with a positive impression of the Belgrade.

You'll also support the administration of group bookings, customer queries, and access requirements—contributing to the Belgrade's reputation for outstanding service and accessibility.

This is a part-time, permanent role primarily working daytime shifts Monday to Saturday, with occasional evenings and Sundays as required.

**BELGRADE
THEATRE**

Job description (cont)



Key Responsibilities

- Sell tickets using the Spektrix system for a wide range of shows and events
- Provide up-to-date and accurate event information to the public
- Deliver excellent service both face-to-face and over the phone, ensuring prompt, friendly assistance
- Proactively upsell subscriptions, memberships, and donation opportunities
- Stay informed on all events, offers, and access provisions at the Theatre
- Ensure all ticket transactions follow the Theatre's policies and procedures
- Assist with booking administration including reservations, waiting lists and group enquiries
- Handle mailbox queries related to Box Office and respond in a timely manner
- Maintain and update customer records accurately in accordance with data protection regulations
- Support patrons with access requirements, including sign-ups to our Access Register
- Uphold high standards of front-of-house presentation and hospitality
- Collaborate with colleagues across Box Office, Communications and Front of House to deliver a joined-up audience experience

Financial Duties

- Accurately handle cash, debit/credit card and cheque transactions in line with Theatre policies
- Carry out daily cashing-up procedures and reconcile takings
- Follow all end-of-day financial reporting protocols and act as keyholder when needed

What We're Looking for in You

You'll be a warm, approachable, and detail-oriented individual who thrives on delivering outstanding customer service. Whether you're helping a first-time visitor find the perfect seat or guiding a long-time patron through our latest season of shows, you'll take real pride in creating positive, memorable experiences for everyone who walks through our doors.

You'll love working as part of a collaborative and supportive team, where every day brings something new. From managing busy Saturday matinees to assisting with group bookings for local schools and community groups, you'll approach each task with enthusiasm, professionalism, and a can-do attitude.

You'll be someone who embraces change and takes initiative—adapting quickly to new systems, campaigns, or customer needs with a smile. Most importantly, you'll have a genuine passion for theatre and a strong belief in its power to bring people together. Whether you're welcoming audiences to a West End hit, a family pantomime, or a community-led performance, you'll play a key role in making the Belgrade a vibrant and inclusive space for all.

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Job description (cont)



Essential Skills & Experience

- Experience in a public-facing customer service or sales environment
- Experience working with computerised ticketing systems or CRMs (Spektrix training provided)
- Computer literacy with proficiency in Microsoft Office (Word, Outlook, Excel)
- Confident communicator with excellent written and verbal skills
- High standard of personal presentation and professionalism
- Flexible availability, including daytime, occasional evenings, and weekends
- Enthusiastic team player, willing to embrace new systems and processes
- Willingness to embody the Belgrade Brand Values: to be the people who know and care

Desirable Skills

- Experience working in a theatre, arts or cultural venue
- Previous experience using Spektrix or a similar box office system
- Knowledge of ticketing, access and inclusive audience development
- Understanding of group booking processes and donor engagement

What We Offer

- A welcoming and inclusive working environment
- Training and development opportunities, including Spektrix system training
- Auto-enrolment into our pension scheme (NEST)
- Supportive team culture aligned with Belgrade's Equity, Diversity and Inclusion commitments
- Opportunities to work on exciting events and shows in one of Coventry's key cultural institutions

How to Apply

Please send your CV and a short cover letter to recruitment@belgrade.co.uk

with **'Box Office Assistant'** in the subject line.

In your cover letter, tell us:

- Why you're interested in working at the Belgrade Theatre?
- How your experience and skills make you a great fit for this role?

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Job description (cont)



Our Commitment to Equality

The Belgrade Theatre is proud to be a Disability Confident Employer and is deeply committed to fostering an inclusive, welcoming, and supportive environment for everyone. We actively encourage applications from people of all backgrounds, identities, and experiences—including but not limited to individuals of all races, ethnicities, genders, sexual orientations, ages, faiths or beliefs, disabilities, and neurodiverse conditions.

We believe that a diverse workforce enriches our creative community and strengthens our connection to the audiences we serve. Our commitment to equality, diversity, and inclusion is at the heart of everything we do, and we strive to ensure that all employees and applicants feel valued, respected, and empowered to bring their full selves to work.

If you require any adjustments, accommodations, or assistance at any stage of the recruitment or application process, please do not hesitate to contact us at recruitment@belgrade.co.uk

with the subject line '**Application Assistance**'. We will work with you to provide the support you need to make your application journey as accessible and comfortable as possible.

At the Belgrade Theatre, we are dedicated to creating an environment where everyone has equal opportunity to thrive and contribute to telling powerful, diverse stories that reflect our vibrant community.

Let's welcome, connect, and inspire together.

Apply now and become part of the Belgrade's vibrant Box Office team.

**BELGRADE
THEATRE**

BELGRADE PART OF



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**ARTS COUNCIL
ENGLAND**

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SHARING



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