

BOX OFFICE ASSISTANT JOB DESCRIPTION

About Omnibus Theatre

Omnibus Theatre is a multi-award-winning independent theatre in Clapham, South London. Finalist Fringe Theatre of the Year 2020 and 2023, The Stage Awards, Offie winner 2018 & 2019 and recipient of the Peter Brook/Royal Court Theatre Support Award 2016. The heart of the organisation's ambitious programme lies in classics re-imagined, modern revivals and new writing. Omnibus Theatre also provides a platform for LGBTQ+ work and aims to give voice to the under-represented and challenge perceptions. Since opening in 2013 notable in-house productions include *Woyzeck* (2013), *Macbeth* (2014), *Colour* (2015), *Mule* (2016), *Spring Offensive* (2017), *Zeraffa Giraffa* (2017), *Queens of Sheba* (2019), *The Little Prince* (2019), *RICE* (2021), *The Human Connection* (2021) and *The Girl Who Was Very Good at Lying* (2021). *FIJI* (2022), *SAD* (2022) and *DRUM* (2022), *COMPOSITOR E* (2023), *ICE AT THE END OF THE WORLD* (2024)

Omnibus Theatre is led by Artistic Director Marie McCarthy and Executive Director Bridget Kalloushi.

Patrons include Dame Judi Dench, Sir Lord Michael Cashman, and Maggi Hambling.

General

Omnibus Theatre is seeking a personable, proactive and committed **BOX OFFICE ASSISTANT** The role is for **28** hours per week

Hours

Monday: 10.00-15.00

Tuesday: 10.00-15.00

Wednesday: 10.00-15.00

Thursday: 08.30 – 15.00

Friday: 08.30 – 15.00

This job description is a guide to the nature of the work required of the **BOX OFFICE ASSISTANT** and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

The Building.

Our spaces consist of:

- The Theatre - a flexible space with the ability to be adapted into a variety of flexible configurations (capacity 90-110)
- The Common Room - a medium sized ground floor room which can be used for meetings, rehearsals, seminars and as an informal performance area (capacity 70)
- The Studio Upstairs– a flexible space with the ability to be adapted into a variety of flexible configurations, rehearsals, concerts, and performances. (Capacity 80)

Our spaces cater to a variety of companies ranging from theatre, production companies, local organisations and businesses, residents and families wanting a one-off event or regular/return hires. The café and Bar are open to

the public from Thursdays – Sundays during the day and evenings to support all programmed events within the building

Main duties and responsibilities BOX OFFICE ASSISTANT

The role will suit someone with a passion for venue management and customer service within an arts environment, a good communicator, someone who will be able to ensure all our companies/artists receive an efficient and comprehensive service. The ability to work well under your own supervision, lead and work as part of a team, is essential.

General Administration

To maintain the efficient running of the Box Office space and ensure that day-to-day administrative duties are carried out including but not limited to:

- **General Research**
- **Managing Box Office reception: receiving telephone and visitor enquiries**
- **Responding to Box Office enquiries relating to sales of tickets and refunds**
- **Responding to membership enquiries**
- **General administrative support for Artistic Director and Executive Director**
- **Ordering stationary**
- **Resetting rooms**
- **Organising storage**
- **Basic technical set up – training will be provided**
- **General filing and correspondence**

Person Specification: Desirable:

- Minimum 1 year administration experience in arts administration
- Experience of the Microsoft Office suite, with particular skills in Excel
- Proven excellent organisational skills.
- Proven excellent communication (both written and verbal) and interpersonal skills with people at all levels, both internally and externally.
- Calm under pressure and ability to multitask.
- Ability to work independently as well as collaboratively with the rest of the Omnibus Theatre team.
- Good time management and ability to prioritise and work to deadlines.
- Excellent attention to detail.
- Ability to work on your initiative.
- Knowledge of theatre and a keen and active interest in the Arts
- Experience in working with in a busy office environment.

Terms Hours:

- 28 hours per week at £13.85 per hour
- Annual salary £20,165.60

HOW TO APPLY

Please send an application that clearly shows **how your skills and experience meet the Job Description and Person Specification**. We want you to tell us about yourself in the format that works best for you. Alongside your CV, submit **one** of the following:

- **Cover letter** (max 2 sides A4), or
- **Presentation** (Keynote or PowerPoint), or
- **Short video or audio** (up to 5 minutes)

We assess **content, not format**. If you'd prefer another format, just let us know.

Email your application to marie.mccarthy@omnibus-clapham.org with the subject line **"Facilitator Application – [Your Name]"**.

Please also attach the **Equal Opportunities Monitoring Form** (download from our website).

Closing date: Friday 3 October 2025

Interviews: Week commencing 6 October 2025

We are an equal opportunities employer and warmly encourage applications from people of all backgrounds and lived experiences. If you have access needs for any stage of the process, please tell us and we'll make reasonable adjustments.