

# LONDON COLISEUM

## Box Office Sales Assistants- Casual

Candidate Recruitment Pack



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ENGLAND**





# LONDON COLISEUM

The London Coliseum first opened its doors on 24 December 1904 as the *London Coliseum Theatre of Varieties*. Today, it stands as the largest theatre in London's West End, with 2,359 seats spread across four seating levels.

The theatre is owned by the charitable organisation English National Opera (ENO). All profits from the Coliseum support ENO's mission to make opera accessible and inclusive. The venue proudly hosts ENO's annual London Opera season, running from September to March. Outside of this season, the Coliseum welcomes a diverse range of visiting productions, including performances by English National Ballet and other leading national and international companies.

Working at the London Coliseum means becoming part of a rich and evolving legacy. Every member of our team plays a vital role in creating unforgettable experiences for thousands of audience members each week.



# Box Office Sales Assistants- Casual

## SUMMARY

The Box Office is a vital part of the Audiences Department at the London Coliseum, dedicated to delivering the highest standards of customer service and enhancing the overall visitor experience. The Sales Assistant supports this mission by efficiently handling ticketing operations, customer interactions, and contributing to marketing and sales initiatives. This role reports directly to the Ticketing Supervisors.

**Reports to**  
Ticketing Supervisor

**Salary**  
£15.30/hour

**Start Date**  
November 2025

**Location**  
London Coliseum

**Hours**  
Casual Contract, good weekend and evening availability required

The role

## Box Office Sales Assistants- Casual

### Key Accountabilities

- Sell and process tickets for events using the company's ticketing system, including cross-selling and upselling of gift vouchers, catering packages, and merchandise
- Maintain up-to-date knowledge of all shows, events, and products
- Respond to customer queries via phone, email, online chat, and in person
- Assist with sales managed by external ticket agents and other third parties
- Provide feedback and sales insights to the Box Office management to inform planning and marketing decisions
- Participate in audience engagement and marketing campaigns, including surveys and data capture
- Ensure accurate entry of customer data in compliance with data protection regulations
- Adhere to company guidelines for data entry, database security, and system reporting procedures
- Support routine accounting and control procedures related to ticketing
- Attend departmental meetings and contribute to other sales and administrative tasks
- Perform other duties as reasonably requested by management

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## Person Specification

### Required:

- Proactive sales approach with experience in cross-selling and upselling
- Strong customer service and communication skills across various channels
- High attention to detail, particularly in data entry and compliance
- Ability to work collaboratively
- Flexible and responsive to dynamic work environments and customer needs
- Solid IT skills including experience using Microsoft Office Programmes

### Desirable:

- Knowledge and experience in using ticketing systems
- Previous experience in a theatre environment
- Previous experience in a ticket sales environment

# Applications

## Box Office Sales Assistants- Casual

### To Apply

Please send the following to [workwithus@londoncoliseum.org](mailto:workwithus@londoncoliseum.org):

- CV (Please do **not** include a headshot in your CV)
- Covering letter (500 words maximum) **or** video (2 minutes maximum) detailing your interest and suitability for the role, referencing previous projects and experience which demonstrate this

Please also submit our anonymous [Equality and Diversity Monitoring Form](#).

Please note that all applicants must have the right to work in the UK.

### Application Deadline

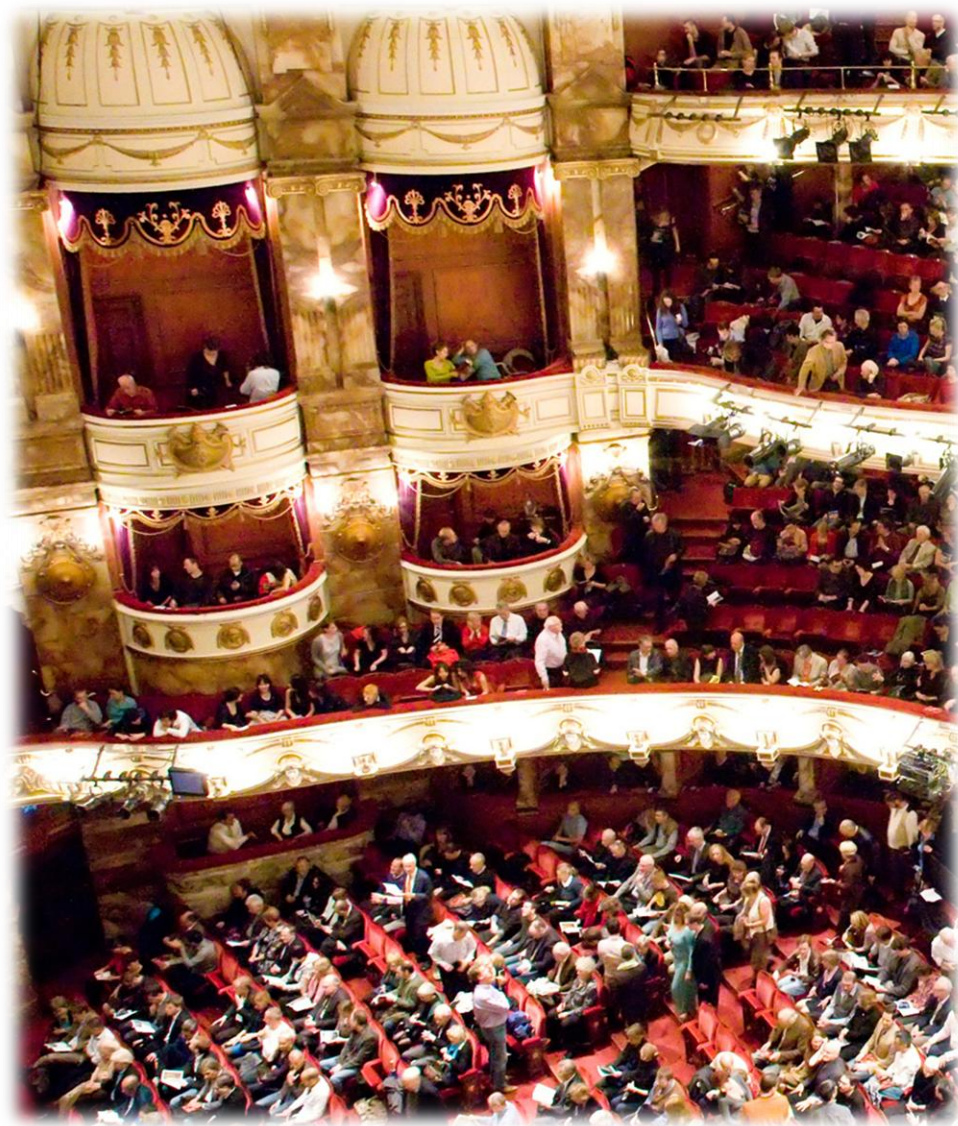
10am, Monday 6 October 2025

### Interviews

23 & 27 October 2025



# Information



## Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other LCL business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

## Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

## Health and Safety

Health and Safety is so important at LCL and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the LCL safety policy and the Health and Safety at Work Act 1974.

## Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by LCL's policies on Equal Opportunities and Dignity at Work.

## Code of Conduct

Code of Conduct is sometimes assumed, but at LCL we will require the postholder to act in accordance with LCL's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.





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London Coliseum Limited is a wholly owned subsidiary of English National Opera (ENO) and its profits are used to support the work of the ENO.