



GARSINGTON OPERA
AT WORMSLEY



Development & Box Office Assistant



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About Garsington Opera

Located in the stunning Chiltern hills on the Wormsley estate, Garsington Opera is a prestigious summer festival with a fast-growing international reputation. With performances in June and July we produce four productions each year, in partnership with our two resident orchestras The English Concert and the Philharmonia. We have recently opened Garsington Studios, which will provide state of the art rehearsal spaces, production workshops, café, offices and a home for our acclaimed community programme and world-class Emerging Artists scheme. This is an exciting time to join an innovative and growing company.

Based at Garsington Studios, our office hours are 9.30 - 5.30, Monday–Friday except during the opera season when evenings and weekends are included as well as occasional events in Oxford and London.

GO Mission

- To enrich the lives of our audiences and participants by producing operas which are theatrically compelling and of exceptional musical standard
- To encourage and expand knowledge and appreciation of opera through performance and exciting life-long participatory projects with a dynamic, inclusive, outreach programme in the community, for all ages and abilities from diverse backgrounds
- To discover, encourage and nurture the best young performing talent, particularly from the UK, providing an outstanding programme of development for young professional singers
- To broaden our audience through appropriate use of digital media
- To grow our national and international reputation

A woman with red hair, wearing a long, shimmering green dress, is performing on a stage. She is looking upwards and to the right with a joyful expression, her hands clasped near her chest. The background is dark with a subtle green glow, suggesting a stage setting.

The Role

This role sits across the Development and Box Office team. The team is responsible for running all of Garsington Opera's membership programmes, fundraising from individuals, corporates and trusts & foundations and administering all ticketing and catering for the annual summer Festival.

This is a crucial role which ensures effective delivery of all of ticketing, dining and membership needs of our supporters and audience members, and helps to expand the Membership base and increase funding from all income streams.

The role is full-time based at Garsington Opera's administration offices at Garsington Studios. At present there is likely to be flexibility to work a hybrid pattern provided this meets the needs of the organisation.



Job Specification

Post: Development & Box Office Assistant

Reporting to: Development Manager and Head of Ticketing, Box Office & Membership Services

Salary: £24,000 - £26,000 per annum

Application deadline: 9am Wednesday 5 March

Interview date: w/c Monday 10 March

Start date: Mid-April

Candidates must hold a full driving license and have their own transport

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes in legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Garsington Opera is committed to providing and supporting an inclusive environment that promotes equality, diversity, and inclusion. We are aware how a diverse team enriches our culture, where all can reach their full potential and flourish whatever their background. We encourage applications from all suitably qualified persons, regardless of background, race, sex, gender, disability, sexual orientation, religion/belief or age.



Key Duties and Responsibilities

Development

Membership and Fundraising

- Process memberships using the fundraising/box office database, Tessitura
- Input and update financial records on the database, process direct debits and check gift aid declarations
- Support members with new sign ups/renewals/upgrades
- Chase lapsed memberships with support from the team
- Support the Development Manager with arranging tickets and hospitality for corporate members
- Oversee thank you and acknowledgement process and produce thank you letters
- Draft donor comms for sign off and set up and send emails using Wordfly
- Manage donor crediting/programme names
- Monitor Membership email inbox
- Produce report of non-renewals for Development Team meetings
- Produce membership reports for Garsington Opera team
- Administer the GO35 membership scheme
- Gather information for donor reports, promotional and thank you materials

Events

- Manage invitation process, sending out invites and updating guest lists
- Work with the Development Manager to produce and circulate briefing notes to staff and key stakeholders
- Provide support before, during and after the event, helping with set up and clearing away
- Support during the event with welcoming guests



Festival

- Organise Development events during the Festival such as pre and post receptions and library visits
- Oversee administration of invitations to pre and post-performance parties and library visits
- Be point of contact with caterers on VIP dinner arrangements and check dining arrangements on site on performance nights
- Support the delivery of receptions and events during the Festival as required
- Organise rehearsal/workshop visits for supporters

Box Office

- Communicating with members and the public by telephone and email
- Creating and updating ticket orders and processing payments
- Recording, updating, and reviewing Membership information on the Tessitura database, including donations and pledges (as per Development duties above)
- Producing and running membership, ticketing and associated reports
- Duty shifts for the Box Office on site during the opera season
- Contributing ideas to the wider team in meetings based on conversations with Members and audience members
- Assist the Head of Ticketing, Box Office & Membership Services as required

The role may involve providing wider administrative support to other departments as required



Skills Required

Essential

- Exceptional attention to detail
- Excellent literacy and numeracy with well-developed writing skills
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and a familiarity with the principles of a database
- Ability to work at a fast pace while juggling multiple tasks
- Ability to prioritise assignments using own initiative
- Reliable and able to meet deadlines
- Collaborative approach to working with colleagues and as part of a team
- A warm and polite manner, comfortable with dealing with members by telephone and in person
- A commitment to delivering excellent customer service

Desirable

- Experience of working in an administrative or similar role
- Experience of working in a sales environment
- Interest in opera or the wider arts and heritage sector



How to Apply

The closing date for applications is 9 am on Wednesday 5 March and should be submitted via email to admin@garsingtonopera.org

CVs should include:

- Details of relevant achievements and experience as well as educational and professional qualifications
- Contact details including day and evening telephone/mobile numbers.

Your covering letter should:

- Be no longer than one page
- Summarise why you are interested in this post
- Highlight your relevant experience matching the criteria outlined on page 8
- Detail your notice period (if any)

Successful applicants will be contacted and invited for interview. First round interviews will be held in the week commencing Monday 10 March.

If you have not heard from us by Friday 7 March you should assume that your application has not been successful. We are also unable to give feedback on applications that do not reach the interview stage.



Garsington Opera

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