



**Box Office Assistant (Part-time)**  
**Job Description**  
**April 2026**

The Royal Philharmonic Orchestra (RPO) has a clear mission to enrich lives through orchestral experiences that are uncompromising in their excellence, wide-ranging in their appeal and inclusive in their delivery. Performing approximately 200 concerts each season and with a global live and online audience of more than 60 million people, the Orchestra acts as a cultural ambassador for the UK on the world stage, whilst also enhancing the social and cultural fabric of local communities through a wide range of community, education, inclusion and wellbeing programmes.

### Role

<b>Position:</b>	<b>Box Office Assistant</b>
<b>Reports to:</b>	Head of Marketing
<b>Contract:</b>	One day a week, ideally Thursday, with the option to split this across two half-days
<b>Location:</b>	15 Rutherford Way, Wembley Park, London, HA9 0PB, with the option to occasionally work from home, subject to project requirements.
<b>Working hours</b>	9.30am to 5.30pm
<b>Salary:</b>	£26,940 full-time equivalent, £5,388 pro rata
<b>Start Date:</b>	As soon as available

### Role Outline

Are you passionate about music and eager to be part of an exciting and friendly environment? The Royal Philharmonic Orchestra (RPO) is looking for a motivated and organised individual to join our dynamic Marketing Team as a Box Office Assistant on a part time basis. At the RPO, we aim to create inspirational and inclusive experiences that bring orchestral music to the widest possible audience and you could be a key part of that.

This role will have two main areas of responsibility: helping audience members to book tickets maintaining the events in our ticketing and CRM system, Spektrix.

#### Why Join us?

**Inclusive and friendly team:** Be part of a welcoming and supportive team.

**Growth opportunities:** Enhance your skills and grow your career in a vibrant cultural setting.

**Make a difference:** Play a vital role in bringing orchestral music to a wide and varied audience.

### Person Specification

This is the perfect role for someone who enjoys working in a box office and with the general public. The role involves working with a wide range of stakeholders, from group bookers to ticketing teams at our London venues, so strong communication skills and a willingness to be flexible are essential.

## Who we're looking for:

### Experience and Knowledge

- Previous experience of working in a box office and with the general public
- Experience of a ticketing system (such as Spektrix ) and the full Microsoft Office suite

### Skills and Abilities

- Strong team working and interpersonal skills, with the ability to build effective relationships with a wide range of people.
- Excellent time management and organisational skills, with the ability to multitask, prioritise and problem-solve.
- Confident communication skills, both written and verbal
- A positive and outgoing approach to customer service, with the ability to promote the Royal Philharmonic Orchestra to customers.
- The ability to self-motivate, use initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.
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### Personal Qualities and Attributes

- An interest in the performing arts
- An interest in orchestral music is welcomed, but an encyclopaedic knowledge of classical music is not essential – we want to hear from people with interests in many sectors of art and culture

## Main Responsibilities

### Box Office

- Facilitate ticket bookings via phone and online.
- Liaise with the box office teams at our venues
- Assist the Marketing Manager (Groups and Memberships) with bookings from schools, groups and ticket scheme members.
- Provide the highest level of customer service at all times
- Maintain accurate customer records on Spektrix, ensuring GDPR compliance
- Set up events on the ticketing system and manage ticket allocations
- Manage customer relations issues, including refund and exchange requests

## Terms of employment

- 7 days annual leave per annum, including Bank holidays (pro-rata equivalent of FTE 33 days)
- Entitlement to leave during the Company's annual (Christmas) shutdown
- Time off in lieu for work on weekends or Bank holidays
- Pension scheme with an employer contribution up to 6% of salary
- Interest-free loan for an annual travel season ticket after six months