

opera
north

Box Office
Supervisor



Love Life 2025: James Glossop

Opera North's purpose is to create extraordinary experiences every day, using music and opera to entertain, engage, challenge and inspire.

Our people

Working at Opera North you will be part of a company and group of people committed to fulfilling this purpose. Whatever role you take we will provide you with an induction plan that introduces you to your job and the team you'll be working in, as well as giving you the opportunity to meet colleagues across the company. Our success in delivering against our purpose will be built on the commitment, skills, diversity and well-being of the people who work at Opera North, and we will invest in training to develop our people both professionally and personally, because we believe this strengthens not only our company, but also the wider creative sector.



**Our communities and
audiences are part of us
and we are part of them.**



Our award-winning work tours to theatre stages and concert halls throughout the North and beyond.



Who we are

Based in Leeds, rooted in the North of England and international in outlook, our award-winning work tours to theatre stages and concert halls throughout the North and beyond, including to London and major international festivals. Alongside touring opera, in Leeds we curate an eclectic artistic programme of gigs, concerts, spoken word and film in the Howard Assembly Room. We aim to make work that is bold, innovative and ambitious, always looking for new ways to share and create with audiences.

Music for everyone

Opera North believes opera and music is for everyone, and champions diversity in artists, repertoire and audiences. Through our Learning & Engagement team, the Company connects with communities and inspires each generation, aiming to enhance the health and well being of people in the cities, towns and villages where we work through arts participation and performance.

A new home

In 2021 we moved into our new home, the Howard Opera Centre. It is a world class rehearsal facility for our orchestra, chorus and all the artists we work with, sharing the same building as our new education studio where everyone is welcome to learn about and make music. We have also created a modern flexible working environment for our staff and given our venue, the Howard Assembly Room, a new lease of life with a dedicated entrance and public spaces, together with restaurant and bar in the heart of Leeds.

Leeds as a capital of culture

Leeds is the only city in England outside of London to have a resident full time opera company, ballet and repertoire theatre as part of a diverse, collaborative and thriving cultural scene. That rich offer has been complemented by a growing tech sector. Surrounded by the stunning Yorkshire countryside including the Dales, Moors and North Sea coastline, Leeds is a fantastic place to live and work.

Purpose of the role

This role supports the Box Office and Ticketing Lead in the day-to-day running of the box office and team members, ensuring excellent customer service is delivered at all times. It also provides assistance to the Opera North reception as required.

Reports to

Box Office and Ticketing Lead.

Key accountabilities

- Support, develop and train the box office team to deliver excellent customer service and provide cover for the reception as required.
- Provide, facilitate and inspire excellent customer service, utilising customer feedback to introduce opportunities to improve.
- Maximise revenue through the careful management of stock availability, pricing, offers and other promotions.
- Work with ticketing partners, venues, promoters and front of house teams to promote and sell tickets on their behalf.
- Professionally respond to customers who wish to complain, ensuring each event is fully documented in line with GDPR legislation.
- Share duty management for performances ensuring a smooth and positive experience for audiences.
- Assist with the administration of systems and reports and continually look to improve our ways of working.
- Leads on setting up events, to be supported by the Box Office and Ticketing Lead.
- Supports Box Office and Ticketing Lead in dynamic pricing and seat management in Leeds and across touring venues
- Support Box Office and Ticketing Lead with financial reporting, including daily and monthly reports
- Support the Box Office and Ticketing Lead with any other tasks as needed.



Key relationships

- The Box Office team
- Howard Assembly Room and Kino Front of House teams
- Agents and partner companies
- Box Office teams in Leeds venues and on tour
- Teams across the organisation including Audiences, Development, Company Management, Learning and Engagement.

Job requirements

Experience / skills required

- Have a proven track record in sales and customer service, with a demonstrable and passionate commitment to best practice
- Have excellent interpersonal skills and are able to build strong relationships
- Are ready to supervise a team bringing out the best in yourself and others
- Enjoy working with data and figures, with a keen eye for detail
- Have experience of ticketing or CRM systems
- Are a problem solver who is inquisitive and thrives on learning new things
- Are able to adapt to changing circumstances and making key decisions calmly and quickly in a fast-paced, busy environment
- Are highly organised, punctual and reliable
- Have experience managing difficult situations in a positive way
- Are committed to continuous professional development and continuous improvement





The Flying Dutchman 2025: James Glossop

Terms and conditions

Contract type: Full-time, permanent

Salary: £26,500

Hours of work: Hours of employment vary, average annual hours of employment will not exceed 35 hours per week.

Holiday entitlement: 33 days inclusive of 8 statutory holidays, per annum, rising to be 36 days after 2 years of service

Pension: Opera North will automatically enrol you into the company pension scheme upon appointment and after 3 months' service will contribute equivalent to 5.5% of your basic pay, should you meet the current legislative criteria. You will be required to make a personal contribution of 2.5% of your basic pay. We reserve the right to make future changes to our pension arrangements.

Equity, diversity and inclusion

We promote equity, diversity and inclusion in our workplace and make recruitment decisions by matching our needs with the skills and experience of the candidate. As we work to address underrepresentation in our workforce, we are particularly keen to hear from applicants from the global majority or those with other protected characteristics.

The successful candidate must have the right to work in the UK or be ready to obtain it.

General responsibilities of everyone who works for us:

- Represent the company values and purpose to create extraordinary experiences everyday
- Work collaboratively and co-operatively with all team members and take an active part in team meetings and discussions
- Be an ambassador for Opera North and follow our policies and procedures
- Play your part in ensuring that everyone who comes through our door is welcomed and treated with respect

How to apply

To apply for this role, please send a CV and covering letter via the Hireful website.

If you need any help completing your application including any adjustments to the application process, and if you are applying under the Disability Confident Committed scheme please contact appointments@operanorth.co.uk to make us aware.

Good luck with your application and we look forward to hearing from you.



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