



Marketing and Box Office Assistant Job Description

Role

Position:	Marketing and Box Office Assistant
Reports to:	Head of Sales and Marketing
Location:	16 Clerkenwell Green, London EC1R 0QT, until Summer 2025 and 15 Rutherford Way, Wembley Park, HA9 0BP from Summer 2025 onwards. With the option to work 2 days per week from home
Contract:	Full time, permanent
Salary:	£25,000 – £27,000 per annum, depending on experience
Working hours:	9.30am – 5.30pm (Monday to Friday) with some evening and weekend work

Application and interview dates

Application deadline:	Tuesday 14 May 2025, 5pm
Interviews:	Tuesday 20 – Thursday 22 May 2025
Format of application:	Apply at https://hr.breathehr.com/v/marketing-and-box-office-assistant-40755 with a CV and covering letter addressed to Louise Williams explaining your interest in the role.
Application information:	Please see our Guide for applicants and our website rpo.co.uk

Purpose of the role

At the Royal Philharmonic Orchestra (RPO) we aim to create inspirational, inclusive and inspiring customer journeys that bring great orchestral music and experiences to the widest possible audience, and we are looking for a motivated and organised individual to join the Marketing Team to help realise that mission.

This role has two main areas of responsibility: supporting marketing campaigns for our own-promotion concerts and helping audience members to book tickets using our box office system.

This role will introduce the many different skills that are needed for successful marketing campaigns, from planning to content creation, delivery and evaluation. There will be full 'on-the-job' training and support from a committed, friendly and enthusiastic team. It offers an excellent first step for someone who is interested in a career in arts marketing but isn't sure what they would like to specialise in.

Person Specification

This is an entry-level arts marketing and administration role, ideal for someone looking to kick-start their career in the arts sector.

Marketing at the RPO is fast-paced and exciting. You do not need to have experience of marketing or working in the orchestral sector to apply for this role, but we are looking for a candidate who is enthusiastic, proactive and willing to learn.

You will have:

- A passion for the arts and a desire to build a career in the sector
- An interest in social media and digital cultural trends – whether you use social media yourself or try to have an awareness of what is going on in the cultural world
- An interest in attending RPO concerts – you will be required to work some evenings and weekends at concerts in London alongside other members of the RPO Marketing Team

An interest in orchestral music is helpful for the role, but an encyclopaedic knowledge of classical music is not essential – we want to hear from people who have an interest in any areas of the arts and culture sector.

Main Responsibilities

Box Office

- Facilitate bookings by audience members – both on the phone and online
- Liaise with the box offices teams at venues where the Orchestra performs
- Work closely with the Marketing Manager (Groups and Memberships) to facilitate bookings from schools, groups and RPO Club Members.
- Set up events on the ticketing system (Spektrix)
- Learn about and maximising the potential of our ticketing and customer relationship management system.

Marketing campaign implementation and administration, including:

- Assist the marketing team in the implementation of marketing campaigns for our own-promotion performances
- Creation of social media content for both organic posts and advertising
- Assist the Digital Marketing Manager with email marketing, including the creation of some emails, refining messaging, responding to analytics and use of the customer relationship management system to create targeted data lists
- Work with the Digital Content Coordinator to gain experience working with a website content management system to ensure that the RPO website is accurate and up-to-date
- Help with content creation, including design, animation, photography and filming

Audience communications

- Monitor social media inboxes and comments, and work with the Digital Marketing Manager to respond in a timely and appropriate manner
- Assist the Marketing Manager (Groups and Memberships) with increasing levels of RPO Club Membership renewals through tailored communications.

If you enjoy multitasking and you love creating connections through communications, if you are well organised and can complete work to a high standard to deadlines in a busy environment, then we would like to hear from you.

Terms of employment

- 25 days annual leave per annum
- 8 Bank holidays
- Entitlement to leave during the Company's annual (Christmas) shutdown (generally 3 days)
- Time off in lieu for work on weekends or Bank holidays
- Pension scheme with an employer contribution of up to 6% of salary
- Interest-free loan for a travel season ticket after 6 months