



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 provides 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 9.30am-5.30pm, 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



## 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 the 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 16 July

**Interview date:** Thursday 24 July (in person at Garsington Studios)

**Start date:** Early to mid September

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

## Job Benefits

- 32 days annual leave (inc. bank holidays and Christmas office shutdown)
- Annual leave allowance increases with length of service
- Staff pension scheme
- Cycle to work scheme
- Death in service scheme
- Tech scheme
- Electric car lease scheme
- Enhanced maternity/adoption/shared parental leave
- Employee Assistance Programme
- Dress rehearsal tickets during the Season
- Free on-site parking & 'at-cost' EV charging

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

- Oversee the membership process, from supporting members with new sign ups, renewals, upgrades and updating our Tessitura database, to arranging thank you letters and donor crediting in the programme
- Assist with arranging tickets and hospitality for corporate members
- Draft and send communications to our donors and members
- Administering the GO≤35 membership scheme
- Assist with the planning and delivery of donor events including the invitations process and practical support before, during and after events
- Help manage VIP dinner arrangements during the season and 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



# 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 9am Wednesday 16 July and should be submitted via email to [admin@garsingtonopera.org](mailto: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 7
- Detail your notice period (if any)

Successful applicants will be contacted and invited for interview. First round interviews will be held on Thursday 24 July in person at Garsington Studios.



**Garsington Opera**

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