

Audience Experience Assistant - Box Office and Stage Door

HOW TO APPLY

We're trying to make our application process as open and accessible as possible, so if you are experiencing any barriers to accessing the information, and would like this pack in a different format, or would like to submit your application in a different way, then please contact our recruitment team via the email address below, or by calling us on 0151 706 9113. We're always happy to discuss any requirements that candidates may have as a disabled person; someone with parental or caring responsibilities; or other reasons, and we'll always try to make any adjustments possible to make participation easier.

Please read all the information in this job pack and then submit a CV and / or a covering letter or email to tell us about yourself and your experience; to share with us your reasons for applying for the post and any other information you believe is relevant. Please also state whether you are seeking a guaranteed hours or a casual position.

We'll shortlist based on how each candidate meets the person specification and shows us how they would fulfil the job description, but we believe that even if someone doesn't have all the experience we're looking for, they might still have the values and qualities that would make them a great asset to the team, so please don't be put off from applying because you don't feel you have all the experience. If you'd like to have an informal conversation about the role in advance of application, this can be arranged via the email address below.

The deadline for applications is **Monday 24th August at 10.00am.**

Interviews will take place in Liverpool during the w/c **31st August 2026.**

Applications should be sent to: recruitment@everymanplayhouse.com

Please also complete the equal opportunities monitoring form via <https://www.surveymonkey.com/r/B2JVGLQ>; a summary of our Equal Opportunity Policy is also available on the website. All applicants will be advised on the outcome of their application in writing. Any offer of employment will be subject to the receipt of evidence of the right to work in the UK as defined under current legislation.

HELLO,

Thank you for your interest in the role of **Audience Experience Assistant – Box Office & Stage Door**

It's a great time to join the theatres, run as a charity by the Liverpool and Merseyside Theatres Trust. We're a local creative powerhouse with national and international impact, driven by a love for theatre, our city, and the belief that theatre can transform lives.

We believe our theatres can be a vital focus for the communities in the Liverpool City Region, telling stories which are compelling locally and nationally, supporting and attracting talent and contributing to Liverpool's reputation as one of the country's most vibrant cultural cities.

Across our theatres – one a 440-seat thrust, the other a 670-seat proscenium – there's an opportunity to produce and present the richest range of work for the widest audience.

In 2026 – 27 we look forward to an ambitious and dynamic programme of work across all of our performance spaces, as we do our best to be a place where everyone in Liverpool can feel safe, heard and included in asking big questions about the world we're living in. Underpinning our artistic approach is a commitment to supporting creatives and producers from diverse backgrounds to develop more work with commercial and tour potential; and thereby achieve longer and more sustainable careers in the arts.

Read on to find out more. We look forward to hearing from you.



Mark Da Vanzo | Chief Executive
Nathan Powell | Creative Director
Ros Thomas | Finance Director

OUR VISION, MISSION, VALUES



OUR VISION

We will be the most relevant change making theatre, artistically innovative, talent enhancing, socially impactful, and representative of everyone.

OUR MISSION

The use of the power of theatre to inspire entertain and nurture positive social change.

OUR VALUES

COLLABORATIVE

We listen, we share, we co-create.

CREATIVE

We believe in the power of creativity to inspire and change lives.

COMPASSIONATE

We are open-hearted, generous and supportive.

COURAGEOUS

We are daring and brave - a voice for things we believe in.



LIVERPOOL
EVERYMAN



LIVERPOOL
PLAYHOUSE

DIVERSITY, EQUALITY & INCLUSION

We have established relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all. We nurture and develop the artists and creative workforce for tomorrow through our award-winning Young Everyman Playhouse programme (YEP). YEP is much more than a youth theatre, it is a multi-disciplinary talent development programme. We want YEP members to progress to work in our theatres, on our stages and in the local theatre ecology, as well as influencing and making theatre nationally and internationally and bringing new ideas, work and practice back to Liverpool.



Tell Me How It Ends by Tasha Dowd
© Andrew AB Photography

"I was blown away by the talent of the young actors and the writer. It's wonderful that the Everyman supports and encourages young talent."

Audience Feedback on *Tell Me How It Ends*
by Tasha Dowd [YEP Graduate]



THIS IS NOT A CRIME (this is just a play...)
by YEP Actors 2023

"YEP is a place that had allowed me to create strong relationships with my peers and be part of a community that is compassionate towards one another. For these reasons being a part of YEP will help me improve my qualities not only as an actor but also as a person." Feedback from YEP Graduate

We are committed to diversity and equality and expect all staff to be active in promoting diversity and supporting people to experience our work and buildings. In 2020, we brought together a group of Trustees, staff and co-opted external members to form a [Diversity Action Group](#), considering the actions we could take as an organisation to progress our commitment to diversity. We recognise that our workforce is not as representative as we would like it to be and are committed to real and positive change.

What does this mean in terms of recruitment?

It means that some of the things we will do are:

- recognise that lived experience can be as valuable as industry experience or qualifications.
- actively advertise and promote jobs to specific groups or organisations.
- try to find long term progression routes within the company and identify opportunities for people to learn about the jobs we have available
- make sure that the Theatres are a safe space for all employees, and that everyone receives the support they need

What we won't do is:

- Shortlist applicants based on any protected characteristic if we don't believe they could do the job
- Offer someone a role solely based on them having a particular protected characteristic, even though we feel they're not suitable for it, and in which they won't thrive.

Most recently we've been working with the Anthony Walker Foundation to ensure staff receive anti-racism training, and that there is accountability and collective understanding of what anti-racist actions we can take as individuals and collectively as an organisation.

With all this in mind, we particularly welcome applications from ethnically diverse and disabled applicants, and we are a Disability Confident Employer. We are also a strategic partner with PiPA (Parents and Carers in Performing Arts – www.pipacampaign.org), who campaign to enable and empower parents, carers and employers to achieve sustainable change in attitudes and practices in order to attract, support and retain a more diverse and flexible workforce. We are always happy to discuss solutions that allow people to balance their caring responsibilities with their working lives, and we look for equity of opportunity for anyone living with a protected characteristic that has adversely impacted their employment opportunities.



JOB ROLE: Audience Experience Assistant Box Office and Stage Door (17.5 hours per week; casual positions are also available)

Responsible to: Audience Experience Manager – Box Office & Stage Door

Responsible for: No direct Line Management responsibility

PURPOSE OF ROLE

- To provide box office and general information services to audiences, staff and visitors in person, via email correspondence and over the phone
- To contribute to income generation for the theatres inclusive of all types of sales
- To be an active part in the building's evacuation plan, building security and staff welfare
- To support the operation of both buildings
- To deliver a seamless and excellent experience for all our audiences
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VISION, MISSION & VALUES

Key to all roles within the Liverpool Everyman & Playhouse, is each person's absolute commitment to the organisational vision, mission and values which are as follows:

Our Vision

We will be the most relevant change-making theatre, artistically innovative, talent enhancing, socially impactful, and representative of everyone.

Our Mission

The use of the power of theatre to inspire, entertain and nurture positive social change

Our Values

Collaborative

We listen, we share, we co-create

Creative

We believe in the power of creativity to inspire and change lives

Compassionate

We are open-hearted, generous and supportive

Courageous

We are daring and brave – a voice for things we believe in.

Implicit is an absolute commitment to equality, inclusion and diversity, representative of the Liverpool City Region, advocating our role in its civic duty to the city.

MAIN DUTIES

Operations

- Ensuring a friendly and efficient point of contact to visitors and company members; dealing with general enquiries in person, or by telephone or email, directing people to the relevant department, or taking messages
- Accepting and sign for deliveries, ensuring relevant departments are informed and deliveries reach their intended destination
- Ensure the accurate input and update of customer information for all bookings, following guidelines for data capture and system maintenance
- Complying with delivering the schedule of daily tasks (including opening and closing procedures) as outlined by Audience Experience Manager (Box Office & Stage Door)
- Maintain a good working knowledge of staff roles and responsibilities within their department
- Maintain a good working knowledge of the building layout, building operation, production schedule and all activities
- Add requests to maintenance and IT logs
- Provide regular reports and logs as requested, such as taxis, key and radio logs, signing in/out sheets, deliveries etc
- Comply with all Health and Safety legislation, the Data Protection Act and PCI Compliance

Building Safety

- Ensure the stage door and box office reception areas are kept tidy and free from hazards
- Be knowledgeable about your role in building evacuation and comfortable in fulfilling this role in the event of an emergency
- Act as a first aider (training provided)
- Be reactive to potential or real threats to our building security
- Provide access solutions to the buildings – swipe cards, keys, VMS system

Audience Experience

- Ensure a friendly and efficient point of contact to audiences, visitors and company members, maintaining the highest level of service and presentation at all times
- Keep all information available to audiences and visitors up to date, ensuring that the box office and stage door reception areas are always tidy and welcoming

- Read scripts and attend performances for E&P productions and visiting company performances to provide customers with an informed view of a production
- Ensure an up to date knowledge of all performances, campaigns and activities of LMTT
- Act as an ambassador for the Trust at all times

Income Generation

- Use Tessitura to deliver ticketing services to audiences to maximise income and achieve targets set out in the Business Plan
- Ensure customers and potential customers are given the opportunity to purchase additional activities to enhance their experience (including offering merchandise, sales promotions, support events and services, meal deals, travel information etc.)
- Follow departmental procedures for banking reconciliation
- Undertake tele-sales and market research calls as required to support the work of LMTT

General

- To support the wider activity of the Technical Department as required
- On occasion, work with the e&P Higher Education and community partners, sharing expertise and offering insight into your day-to-day working life.
- Supporting Young Everyman and Playhouse in the delivery of their programme on an ad hoc basis
- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out
- Work in the best interests of E&P at all times, and in accordance with company policy, the staff handbook, health & safety regulations, safeguarding, data and IT
- Be an effective representative of E&P in all situations and demonstrate the highest level of audience care, advocacy and service
- Take positive action to promote Equal Opportunities in all aspects of the work of E&P
- Maintain confidentiality in all areas relating to LMTT and E&P as appropriate
- Use best endeavours to improve sustainability and reduce negative environmental impact

This job description is not exhaustive and you may be asked to carry out any other duties as may be reasonably expected of the post; embracing change, and reacting to short-notice changes with a willingness to learn.

PERSON SPECIFICATION

Essential experience, knowledge and skills

- You must be over 18 years old and have right to work in the UK
- Calm, confident and polite manner
- Active listening skills
- Communication skills, written and verbal
- Excellent time-keeping
- Able to work alone with minimum supervision
- Use of Microsoft packages; specifically Office 365
- Attention to detail; especially in relation to financial and customer information
- Passion for working with people from all backgrounds
- Passion for theatre and ability to communicate its potential for audiences
- Pro-active and flexible attitude to the needs of the department

Desirable experience, knowledge and skills

- Use of a ticketing and CRM system such as Tessitura
- Experience of emergency evacuation responsibility or fire marshal training
- Have experience of cash handling and reconciliation
- Be an effective problem solver
- Be able to work flexibly in order to meet the needs of the Theatres' programme and occasional heavy work periods
- Have a proven record of delivering, and having a commitment to, high quality customer service and care
- A passion for promoting equality and diversity within the company and working with a diverse team.
- Be able to self-motivate
- Have experience of cash handling and reconciliation
- A demonstrable passion for theatres and audiences

MAIN TERMS AND CONDITIONS OF EMPLOYMENT

Tenure: One contract is available on a permanent basis.
Multiple contracts are available on a zero hours basis
All are subject to a probationary period of 3 months.

Reporting to: Audience Experience Manager – Box Office and Stage Door

Salary: £11 566.10 per annum for the contracted role.

The hourly rate for zero hours contracts is £12.71, with minimum shift calls as per the UKT/BECTU Agreement.

Hours: 17.5 hours per week for the contracted role.

There are no guaranteed hours for the zero hour contracts, but shifts are available Monday – Saturday as agreed during performance periods, based on the performance schedule and individual availability.

Evening and weekend working will be required according to theatre activity.

Double time will be paid if you are rostered to work on a Sunday, a Bank Holiday, or after midnight at the request of your line manager.

Annual Leave: 28 days per annum, pro rata (inclusive of all statutory English bank holidays).

Notice period: One week during probation; one month thereafter

Pension: The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).

Place of Work: Mainly at the Everyman and Playhouse Theatres

Additional Benefits:

The Theatres offer several discretionary benefits including:

- Interest-free Season Ticket Loans with Merseytravel
- Membership of a healthcare cash plan: Paycare (including an Employee Assistance Programme and 24-Hour GP Telephone Consultation Service)
- Free and / or discounted tickets for performances
- Discounts on our food and drink offer

All other terms as detailed in Staff Handbook.

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**LIVERPOOL
PLAYHOUSE**

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We are a registered charity (1081229) and gratefully acknowledge the continued support of Arts Council England, Liverpool City Council, our donors, patrons, partners and our audiences.



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