



GARSINGTON OPERA

AT WORMSLEY

Garsington Opera is a prestigious festival with performances in June-July each year. In 2011 the festival relocated to Wormsley, near Stokenchurch, following 21 years at Garsington Manor. The office is located in Great Milton.

Membership Administrator/Box Office Assistant

Job Description

This is a full time appointment reporting to the Box Office Manager. Working hours are 9.30-5.30 Monday to Friday except for during the opera season when hours are extended and include evenings and weekends. The job includes assisting the Box Office Manager in administrating the box office and the Friends scheme as well as general office management to ensure the efficient running of the office, the hub of the organisation's administration.

Friends Scheme

There are approximately 1500 Friends in 5 categories of membership, who renew their membership annually. The box office processes all renewals and administrates the waiting list for joining the Friends and other mailing lists.

Tasks include:

- Maintaining Friend and Affiliate Member data
- Processing membership applications for Friends and Affiliate Membership
- Assisting with all mailings to Friends (approx 6 per year)
- Answering phone and email queries
- General correspondence
- Providing reports as requested

Box Office

Garsington Opera usually sells 90% of its tickets to its Friends and sponsors, and the remainder to Affiliate Members and the general public. There are 21 opera performances each season, with approximately 600 seats in the new auditorium at Wormsley. In addition there are 3 dress rehearsals for which tickets are allocated to local residents, the company and staff; pre-performance study events; and occasional concerts.

Tasks include:

- Assisting with seat allocation and ticket sales: from recording booking requests to taking payments and sending out ticket packs
- Assisting with ticket reconciliations
- Assisting with the allocation of dress rehearsal tickets
- Reselling returned tickets
- Operating a manual box office in Front of House on performance days
- Keeping all necessary records, including the box office database, up to date
- Providing reports as requested

General Office Administration

Many staff work from home and/or part-time so the office works as a central hub of the organisation, fielding information and enquiries for all departments.

Tasks include:

- Managing incoming and outgoing mail
- Acting as central communication point for the management team
- Monitoring stationery stock
- Performing Front of House duties as requested
- Other tasks which might reasonably be requested from time to time

Skills Required

Applicants should have:

- Excellent organisational skills, be able to multi-task and prioritise
- Excellent communication skills, in both writing and telephone manner
- A high level of accuracy
- A keen eye for detail
- A high level of numeracy
- Experience working with databases
- Have good Office software skills and general knowledge of IT

Own transport is essential

Salary: £16,000-£18,000 per annum depending on experience