



GARSINGTON OPERA
AT WORMSLEY



Box Office & Admin Assistant



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About Garsington Opera

Located in the stunning Chiltern hills on the Getty family 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 are now building our own permanent space, Garsington Studios, to provide state of the art rehearsal spaces, production workshops, café, offices and a home for our acclaimed community programme and world-class Young Artists scheme. This is an exciting time to join an innovative and growing company.

We will move to Garsington Studios by the end of 2023. Our office hours are 9.30 - 5.30, Monday–Friday except during the opera season when evenings and weekends are included 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.

A woman with red hair, wearing a long green dress, is performing on a stage. She is looking upwards and to the right, with her hands clasped in front of her chest. The background is dark with some green lighting effects.

About the Role

Garsington Opera is seeking an efficient and personable administrator with excellent communication skills to join our administrative team. This is a great opportunity to join a small, energetic team with the chance to be involved in a variety of tasks at a time of expansion and development.

The role will predominantly be working within our Box Office & Membership department reporting to the Box Office & Operations Manager as well as providing some administrative assistance for the Office Manager. You will support all aspects of ticketing and membership services using Tessitura database.

Whilst Garsington operate hybrid working across some areas of the business, for this role the position will primarily be office/site based. During the Garsington Opera season (May – July) the companywide policy is that holiday cannot be taken during these months.

Our office hours are 9.30 - 5.30, Monday – Friday except during the opera season when hours/days are extended and include evenings and weekends on site at Wormsley. From late 2023 we hope to be permanently based at Wormsley in our exciting and new Garsington Studios.



Job Specification

Post: Box Office & Admin Assistant

Reporting to: Box Office & Operations Manager

Salary: £22-26,000 per annum, depending on experience

Contract: Full-time, Permanent

Application Deadline: 12 noon, Sunday 6 August 2023

Interview Date: w/c Monday 7 August 2023

Start Date: Early September

Applicants must have their own transport.



Key Tasks and Responsibilities

Box Office/Membership

Working as a key member of our busy Box Office and Membership team:

- 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
- Producing and running membership, ticketing and associated reports
- Duty shifts for the Box Office on site during the opera season
- Administration of the GO≤35 membership scheme
- Contributing ideas towards marketing communications
- Assist Box Office Manager as required

Administrative

Supporting the Office Manager with office administrative tasks such as:

- Assisting with Executive Director's diary management
- Taking of meeting minutes
- Assist with the annual review of office policies & procedures
- Management of incoming and outgoing post
- Administration of office stationery and office supplies
- Other administrative tasks as required



Skills Required

Essential

- Strong organisational, administration, computing, and Microsoft Excel skills
- Excellent attention to detail
- Clear communication skills, diplomacy, and confidence in liaising with people
- Ability to work independently and as part of a team
- Good time management, with ability to multitask, balancing and prioritising workload
- Able to work flexible hours including some evenings and weekends as appropriate over peak season May-July
- Own transport essential

Desirable

- Customer service experience
- A knowledge of and passion for music
- Previous experience with working on a database
- Understanding of arts administration practices



How to Apply

The closing date for applications is midday on Sunday 6 August 2023 and should be made through our online portal via the link below:

<https://gar.so/3CaDUn8>

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 6-7.
- Detail your notice period (if any)

Successful applicants will be contacted and invited for interview.



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