

## AUDIENCE SERVICES COORDINATOR

The Grange Festival is seeking two individuals with strong communication and organisation skills to join our team as Audience Services Coordinators on a fixed-term basis from January through the end of our 2025 Festival season (6 July), providing customer support via phone, email and in-person at Festival performances.

### JOB DESCRIPTION

As an Audience Services Coordinator, you will support ticketing, membership, and dining arrangements, helping people make complex booking decisions for themselves and on behalf of the groups they will bring. This requires customer service skills, digital systems skills, exceptional attention to detail, diligent follow-through and a high degree of empathy. Training is provided, but a willingness to proactively find answers and troubleshoot on behalf of audience members is essential. The role also requires confidence and reliability around financial calculations, payment processes and data handling, to ensure customer trust.

The role is suited to early-career applicants with the required experience and skills, and provides a great opportunity to hone practical skills, learn about the inner workings of an arts organisation, work in the beautiful Festival setting of The Grange, and be part of a friendly, collaborative team.

These positions involve working 35 hours across 5 days per week, on a weekly rota between Monday to Sunday. All work is in-person from our rural offices near Alresford, or at The Grange for performance days, and our rural location means access to a vehicle is essential for the role. The ability to work Saturdays and Sundays is essential, particularly May to July, as we receive contacts 7 days a week and our busiest performances are on weekends. Some evening work may be required but this is rare as all Festival performances begin at 4pm or 5pm.

### KEY RESPONSIBILITIES

- Delivering excellent customer service across all aspects of ticketing, membership, dining arrangements, and general information
- Managing every aspect of the ticketing and dining booking processes
- Providing comprehensive membership sales and support services
- Supporting sales of dining services including complex menu and service choices, allergens and dietary requirements and table arrangements
- Handling financial transactions with precision and accountability
- Collaborating across departments to enhance the overall Festival experience
- Supporting reception duties and site access during performance periods
- Contributing to initiatives designed for members, customers, and donors, and ad hoc support of other areas such as marketing, operations or fundraising.
- Continuous improvement of customer resources and internal processes.

## REQUIRED SKILLS & EXPERIENCE

### ESSENTIAL

- Demonstrated experience in customer service, preferably in an arts, entertainment or hospitality setting
- Proficiency with computer systems and databases
- Strong attention to detail and commitment to accuracy and efficiency
- Ability to suggest process improvements and share best practice
- Ability to stay calm and deliver in time-sensitive customer-facing environments (high call volume scenarios, pre-performance seating issues)
- Excellent communication skills across all channels
- Proven ability to solve problems independently and take initiative

### DESIRABLE

- Experience with box office or ticketing systems
- Knowledge of opera and performing arts
- Experience with phone sales and respectful upselling
- Experience of weekly reporting against targets for revenue and service metrics
- Understanding of The Grange Festival's programming and activities
- Experience of automation tools and improving systems and processes

### ADDITIONAL REQUIREMENTS

- Availability through the full Festival period (4 June – 6 July)
- Commitment to working in a target-driven environment
- Successful candidates will be subject to enhanced reference checks and a basic criminal record check

## CONTRACT DETAILS

- Desired start date: 6 January 2025
- Fixed-term contract to 6 July 2025
- 35 hours per week
- 5 days per week on a weekly rota (Monday – Sunday)
- Holiday entitlement calculated pro-rata
- Weekly salary of £450 (£23,400 per annum pro rata)

## ABOUT THE GRANGE FESTIVAL

The Grange Festival offers exceptional experiences of opera, dance, and jazz during June and July, on an unparalleled English country estate sixty miles southwest of London, and nine miles northeast of Winchester. The carefully curated programme aims to delight audiences with a thrilling range of work, connecting them with awe-inspiring creativity and world-class artistry in every performance.

Central to the experience at The Grange is the iconic Grade-I listed Neoclassical mansion house, one of the finest examples of Greek Revival architecture in Europe and protected under the guardianship of English Heritage. Performances are held in a 622-seat RIBA award-winning theatre built inside a wing of the mansion, originally constructed as an orangery in 1825. Festival audiences can explore the house and grounds, and each performance features an extended dining interval with a range of options to choose from.

As a charity, The Grange Festival advances the arts by commissioning new productions and championing the work of a wide range of creatives and artistic companies, as well as helping new audiences discover opera, dance, jazz and other artforms. Throughout the year, the charity also delivers a wide portfolio of projects with schools and community partners, including partnerships with Hampshire Music Education Hub, University of Winchester, English Heritage and other charities.

## HOW TO APPLY

To apply, please complete this online [application form](#). You will need to upload a CV and either a cover letter or introductory video (no longer than 3 minutes) detailing your interest and relevant skills for the role.

Applicants moving forward in the process will first be invited to complete a brief skills assessment, and then may be invited to our offices for in-person interviews.

Applications are open now and will be reviewed on a rolling basis until the roles are filled.

The Grange Festival is committed to building an inclusive workplace and welcomes applications from all backgrounds, particularly groups who are under-represented in the arts sector, including ethnically diverse and disabled candidates.

The Grange Festival processes all personal information in accordance with the Data Protection Act 2018 and related regulations.