

AUDIENCE SERVICES SUPERVISOR

The Grange Festival is seeking an experienced customer service professional to join our team as Audience Services Supervisor on a fixed-term basis from January through the end of our 2025 Festival season (6 July). This role will lead our audience services team in providing exceptional customer support via phone, email and in-person at Festival performances.

JOB DESCRIPTION

As Audience Services Supervisor, you will oversee our customer service operation and team, ensuring consistent delivery of high-quality support for ticketing, membership, and dining arrangements, leading by example in providing significant direct support and on-site leadership yourself. You'll manage and mentor the Audience Services Coordinator while handling complex customer situations and contributing to service strategy. This requires demonstrated leadership ability, advanced customer service skills, systems expertise, and excellent organizational capabilities. While training is provided, the role demands someone who can both solve problems independently and guide others in doing the same.

The role is suited to experienced applicants with relevant supervisory experience who can maintain high service standards while developing team capabilities. It offers an opportunity to shape customer experience strategy, enhance service delivery systems, and be part of a unique arts organization in the beautiful Festival setting of The Grange.

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.

This position involves working 35 hours across 5 days per week, on a weekly rota between Monday to Sunday. May to July will require consistent weekend work availability, as well as some Saturdays in the January to April period to provide sufficient phone and email coverage for ticket buyers. Some evening work may be required but this is rare as all Festival performances begin at 4pm or 5pm.

KEY RESPONSIBILITIES

- Managing and mentoring the Audience Services Coordinator, including scheduling, training, and performance development
- Overseeing all aspects of ticketing, membership, and dining booking processes, ensuring consistent service quality
- Handling escalated customer situations and complex inquiries with diplomacy and resolution focus
- Developing and implementing customer service protocols and best practices
- Managing team performance against revenue and service targets
- Liaising with other departments to enhance cross-functional collaboration and service delivery
- Analysing customer feedback and service data to drive improvements
- Overseeing cash handling procedures and financial reconciliation processes
- Leading the customer service operation during performance periods
- Contributing to strategic initiatives around customer experience and service development
- Providing regular reporting on team performance and service metrics

REQUIRED SKILLS & EXPERIENCE

ESSENTIAL

- Significant experience in customer service, preferably in an arts, entertainment or hospitality setting, including supervisory responsibility
- Strong understanding of ticketing systems and box office operations
- Excellence in customer service delivery and problem resolution
- Demonstrated ability to manage competing priorities and lead during busy periods
- Advanced communication and interpersonal skills across all channels
- Proven ability to recognise recurring problems and develop systematic solutions

DESIRABLE

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

ADDITIONAL REQUIREMENTS

- Availability through the full Festival period (4 June – 6 July)
- Proven ability to lead 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 £530 (£27,560 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.