

TICKET SALES & HOSPITALITY ASSOCIATE

The Grange Festival is seeking an organised and customer-centred individual to join our team as Ticket Sales & Hospitality Associate on a fixed term basis from January 2026 to end of July 2026. Working closely with the Ticket Sales & Hospitality Manager, this role supports ticket and dining sales and membership bookings through Spektrix (our ticketing and CRM software), ensuring accurate records, efficient administration and consistently high-quality customer interactions. The Associate prepares clear booking and dining information for colleagues and partners, helping to ensure a smooth, premium audience experience on every performance day.

JOB DESCRIPTION

As Ticket Sales & Hospitality Associate, you will support ticket, dining and membership sales by handling day to day customer enquiries, processing bookings in Spektrix and providing clear, confident guidance to visitors navigating their options. You will deliver high quality customer support by phone and email, and in person during the Festival, ensuring every interaction reflects the Festival's premium service standard. You will also assist with administrative tasks linked to renewals, reservations and membership engagement.

Working under the direction of the Ticket Sales & Hospitality Manager, you will follow established procedures, help maintain complete and accurate records, and assist with operational preparation for ticket sales, dining allocations and membership activity. The role demands excellent attention to detail, confidence with digital systems, strong communication skills and a proactive, solution focused approach during busy periods.

A core focus of the role is ensuring the accuracy and integrity of customer, membership and dining data in Spektrix. You will support the Manager by preparing booking, seating and dining lists, carrying out CRM housekeeping tasks, and producing reliable information for colleagues, catering partners and on-site delivery teams. Full training will be provided, but the postholder must be able to learn systems quickly and apply processes consistently.

This position will suit applicants with experience in customer-facing hospitality, ticketing or administrative environments who enjoy sales interactions and supporting customers, take pride in accuracy and wish to contribute to an exceptional audience experience.

Hours will be scheduled by the Ticket Sales & Hospitality Manager according to operational requirements. All work is in person from our rural offices near Alresford, or at The Grange on performance days. Our location is not served by public transport, so access to a vehicle is essential. Hours will vary. May to July will require consistent weekend availability, and some Saturdays between January and April to ensure sufficient customer support. Some evening work may be required, although this is uncommon as Festival performances begin at 4pm or 5pm.

The role reports to the Ticket Sales & Hospitality Manager and works closely with colleagues

in Development, Marketing, Artistic Administration and Operations to support membership communication, audience services and on-site hospitality.

KEY RESPONSIBILITIES

Bookings, ticketing and membership administration

- Process ticket, dining and membership bookings in Spektrix, ensuring all information is complete and correctly recorded.
- Maintain up to date customer records, preferences and contact details, ensuring all bespoke arrangements and access requirements are captured clearly.
- Assist with booking changes, seating adjustments, special requests and access needs.
- Support the preparation of Festival time customer information, confirmations and communications as directed by the Manager.

Dining and hospitality support

- Assist with day-to-day dining allocations during the Festival, preparing accurate information for the Manager to confirm and finalise.
- Help manage table plans, special dietary requirements and key booking notes.
- Prepare clear and timely information for catering and hospitality partners, ensuring they have accurate lists for service delivery.
- Produce accurate documentation for customer confirmations and operational use, including seating and dining reports.

Spektrix and data integrity

- Maintain high standards of accuracy in all CRM and booking records.
- Undertake regular CRM housekeeping tasks, including duplicate checks, record updates and resolution of basic data issues.
- Prepare standard booking, dining and membership exports to support delivery of onsite operations.
- Handle sensitive customer information in line with privacy and GDPR requirements.

Membership renewals and acquisition support

- Conduct outbound calls and emails to support membership renewals and acquisition, following agreed scripts, tone and stewardship expectations.
- Record contact outcomes accurately in Spektrix.
- Assist with membership fulfilment, including preparing materials, updating digital records and ensuring information is complete and accurate.

Hospitality and membership event support

- Provide administrative support for audience and membership events, including invitation lists, RSVPs and guest management.
- Support on site delivery of hospitality events, assisting with guest welcome, check in and practical arrangements.
- Prepare accurate guest lists and booking information for use by senior colleagues and front of house teams.

Finance administration

- Support accurate processing of booking related payments and refunds in Spektrix.
- Assist with basic reconciliation tasks relating to hospitality, bookings and membership payments, ensuring clear handover to the Finance team.
- Provide basic support for onsite payment devices during the Festival, helping to identify and report simple issues.

On-site support during the Festival

- Provide practical ticketing, dining and hospitality support on performance days, assisting customers and responding to live operational needs.
- Prepare and maintain printed and digital booking, seating and dining lists for front of house, catering partners and other colleagues.
- Assist with access arrangements, guest welcome and customer guidance as required.

Other duties

- Support the Ticket Sales & Hospitality Manager with any reasonable tasks required to ensure a smooth Festival experience.
- Work collaboratively with colleagues across Artistic Administration, Development, Marketing and Operations where booking, dining and membership information intersects.

REQUIRED SKILLS AND EXPERIENCE

Essential

- Experience in a customer facing role in a sales, hospitality, leisure, arts or service environment
- Strong attention to detail, with a diligent and methodical approach to accurate and complete data entry
- Excellent written and verbal communication skills, with a warm, polished and professional manner
- Confidence using digital systems and the ability to learn booking or CRM tools quickly (full training provided)
- Calm, diplomatic and patient approach when assisting customers, with a confident, solution focused attitude during busy periods
- Ability to follow established processes accurately and consistently
- Understanding of, or willingness to learn, GDPR compliant handling of customer and booking data
- Ability to work flexibly during busy periods, especially in the Festival season

Desirable

- Experience working with Spektrix or a comparable ticketing/CRM system
- Prior experience in ticket sales, reservations, hospitality bookings or membership administration
- Experience assisting with customer events, hospitality or front of house support
- Interest in opera, music or the performing arts

Additional Requirements

- Availability through the full Festival period (2 June to 12 July 2026)

- Willingness to work evenings and weekends as required during peak periods
- Commitment to supporting positive booking, hospitality and membership outcomes through accurate administration, responsive customer service and professional presentation, reflecting the Festival's premium audience experience
- Successful candidates will be subject to enhanced reference checks and a basic criminal record check

CONTRACT DETAILS

- Contract type: Fixed-term contract with variable hours
- Start date: January 2026
- Contract end date: August 2026
- Hours: Hours will vary according to operational needs. During the Festival period (June and July), weekly hours are likely to increase, with some weeks approaching full-time levels depending on operational demand.
- Working pattern: Working pattern will vary and may include weekdays, weekends and occasional evenings, particularly between May and July.
- Salary: Hourly rate of £13.29 per hour, paid monthly in arrears. Total hours will vary depending on operational demand.
- Holiday: Holiday pay will be accrued at the statutory rate (12.07%) and paid separately each month.
- Location: In person from our rural offices near Alresford, or at The Grange itself on performance days
- Access to a vehicle is essential due to limited public transport availability

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.

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