

TICKET SALES & HOSPITALITY MANAGER

The Grange Festival is seeking an experienced sales and customer service professional to join our team as Ticket Sales and Hospitality Manager on a full-time basis, beginning in January 2026.

This role will oversee and execute ticket and dining bookings, including supporting complex group booking and access requirements, ensuring that all information is meticulously logged for execution by our operational teams. This role must be a detail-oriented and proactive team player, ensuring all booking processes are followed and helping to improve processes, communication and systems. They will manage a seasonal ticket sales associate, setting the rota for on-site ticket collection coverage, and ensuring a truly premium audience experience at every performance. In the non-Festival period this role supports Membership renewals, event planning and execution, donation processing, and serves as front line customer service for all inbound calls and emails.

JOB DESCRIPTION

As Ticket Sales & Hospitality Manager, you will ensure consistently high-quality support for ticketing and dining membership arrangements. You will provide hands-on customer support by phone, email and in person during the Festival, while maintaining accurate records in Spektrix, our CRM and booking system.

The role will manage a seasonal ticket sales associate, handle complex customer enquiries, and work closely with colleagues across the organisation to support sales, membership and hospitality activity. The role demands strong organisational skills, meticulous attention to detail, confident communication, and a calm, solution-focused approach during busy periods. Training will be provided on internal systems, but the postholder must be very confident with digital tools, able to learn quickly, apply procedures consistently, and guide others in doing the same.

This is a full-time position suited to applicants with relevant experience in ticket sales, hospitality or customer-facing environments, who can uphold high service standards while positively supporting attendance and income from tickets, dining and memberships. It offers the opportunity to deliver a great customer experience and be part of a unique, fast-growing arts organisation with performances in a beautiful setting.

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.

This role is 35 hours per week across 5 days on a rota between Monday and Sunday. May to July will require consistent weekend availability, and some Saturdays between March and April to ensure sufficient phone and email coverage. Some evening work may be required, although this is uncommon as Festival performances begin at 4pm or 5pm. During the

Festival, the Manager acts as the bookings lead on site, overseeing customer and seating lists for implementation, coordinating support logistics and helping to ensure the smooth delivery of each performance day.

The role reports to the Director of Audiences and Impact and works closely with colleagues in Development, Marketing, Artistic Administration and Operations.

KEY RESPONSIBILITIES

Ticket Sales and Dining Bookings

- Oversee all aspects of ticket sales, dining and hospitality arrangements, ensuring accuracy and consistency of customer and booking records in Spektrix, and in the daily lists for our operational teams
- Ensure that all bespoke arrangements are correctly set up and communicated, including special access requirements, allergies and dietary requirements, special group/patron hospitality needs, etc.
- Handle escalated customer situations and complex enquiries with diplomacy, empathy and a resolution focused approach
- Maintain clear procedures and documentation for bookings, refunds, exchanges and related processes
- Ensure clear and accurate reporting to our catering partners
- Monitor dining and marquee capacities and demand patterns, ensuring table allocations and availability are managed effectively to support positive customer experience and Festival income

Membership Renewals, Events and General Customer Service

- Support the annual Membership renewals process, including scheduling, communications and record keeping in Spektrix
- Coordinate outbound calls and emails for membership renewals and acquisition, in collaboration with the Development team
- Assist with the delivery of audience development and membership events, coordinating bookings/RSVPs, providing accurate guest lists, and oversee onsite greeting/check-in and delivery of any hospitality offer
- Help identify opportunities to encourage membership uptake, upgrades and repeat attendance through good stewardship and clear communication
- Serve as frontline response for all inbound calls and emails

Data, Reporting and Compliance

- Ensure completeness and accuracy of data
- Contribute to and review sales, capacity and delivery reporting and assist in its evolution
- Work with colleagues to develop and maintain efficient workflows between audience services, development, marketing and finance
- Oversee data quality checks and improvements, including resolution of duplicate accounts and record updates, in line with our privacy and retention policies

Finance and Payments

- Oversee cash handling procedures and reconciliation processes for ticket and dining

income

- Oversee distribution and successful working of onsite Zettle payment devices, including troubleshooting processes
- Log donations received in the Spektrix system
- Assist with accounts payable invoice processing and reconciliation related to bookings, hospitality and membership payments, ensuring accurate financial records for the Finance team.

Leadership and team management

- Manage the Ticket Sales & Hospitality Associate, including rota scheduling, training and assisting with day-to-day task direction
- Lead by example in delivering high quality front line service via phone, email and in person
- Support the recruitment, induction and coordination of other seasonal roles, including front of house staff, marquee management, etc.

REQUIRED SKILLS AND EXPERIENCE

Essential

- Significant experience in customer-facing work in an arts, entertainment, hospitality or leisure setting
- Superior written and verbal communication skills, ideally in a high-end / premium offering, and confident communicating with a wide range of customers by phone, email and in person
- Experience of working with ticketing or bookings systems, preferably Spektrix, with a strong focus on data accuracy and process reliability
- Ability to manage competing priorities and maintain calm, professional judgement during busy periods
- Excellent attention to detail, especially when handling bookings, payments and customer records
- Experience of providing supportive supervision or informal line management to colleagues
- Confidence working with numbers, producing basic reports and using Excel or similar tools to organise and present information
- An understanding of, or willingness to learn, GDPR-compliant handling of customer data, membership records and booking information.

Desirable

- Performing arts ticketing experience
- Familiarity with Spektrix or a comparable CRM and ticketing system
- Experience of supporting membership or loyalty schemes, including renewals and outbound customer contact
- Experience of working with catering or hospitality partners to deliver events or dining services
- An interest in opera, music or the performing arts and an enthusiasm for supporting audiences and members

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 booking, hospitality and membership goals through accurate record-keeping, responsive customer service and efficient handling of reservations, renewals and enquiries.
- Successful candidates will be subject to enhanced reference checks and a basic criminal record check
- Support general office administration and any other reasonable duties required to assist with the successful delivery of the Festival and its year round activity

CONTRACT DETAILS

- Contract type: Full time, permanent employment
- Start: January 2026
- Hours: 35 hours per week
- Working pattern: 5 days per week on a weekly rota (Monday to Sunday), with additional weekend and evening work during the Festival period
- Salary: £32,000 per annum
- Holiday entitlement: in line with The Grange Festival's standard annual leave policy, plus bank holidays, calculated pro rata for the holiday year

ABOUT THE GRANGE FESTIVAL

The Grange Festival is one of the fastest-growing arts organisations in the UK, offering exceptional opera, dance, and concert performances on an unparalleled English country estate sixty miles southwest of London. Central to the Festival experience 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. Since its founding in 2017, the Festival has developed a strong reputation for superb vocal artistry, high production values, and an incredibly friendly audience community. 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 may 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.