TICKETING & GUEST RESERVATIONS MANAGER

The Grange Festival is looking for an experienced Ticketing & Guest Reservations Manager to lead our ticketing, dining reservations and audience services. Spektrix, our booking and CRM system, sits at the heart of the role, and you will be the person who knows it best. This is an exciting opportunity to look after our audience at one of the UK's most distinctive arts organisations, in a beautiful country estate setting. You will make sure The Grange Festival provides an exceptional customer experience, with a tailor-made service for our patrons and members. The role also has a commercial side: helping to grow ticket, dining and membership income by converting enquiries to sales.

ABOUT THE ROLE

The successful candidate will oversee the day-to-day operation of The Grange Festival Box Office using our booking and CRM system Spektrix. You will make sure every ticketing, dining and hospitality booking is handled to the standard our audiences expect

As a highly visible member of the team, you will set the standard for customer service, ensuring every interaction, whether online, by telephone or in person, is welcoming, efficient and accessible.

During the festival you will lead a small team of seasonal casual staff and run the onsite welcome desk and ticket collection point. You will also deal with the daily ticketing and dining reports, working closely with our Front of House team, our catering partners and the Development Team.

KEY RESPONSIBILITIES

Leading the Team

- Line manage the box office team, including recruitment, induction, rotas and daily briefings.
- Set the standard for customer service across the team, training and mentoring the box office team and supporting them through the busiest booking periods

Box Office Operations

- Manage the day-to-day operation of the Box Office across our festival season and year-round events.
- Oversee ticket sales across all channels, ensuring an efficient booking experience.
- Oversee all ticket, dining and hospitality bookings, keeping customer and booking records in Spektrix accurate and consistent.
- Ensure all audience enquiries are dealt with efficiently and with understanding.
- Lead on seat holds and allocations for company, press, sponsors and patrons, along with house seats, complimentary tickets, and returns.
- Lead on all dining and picnicking reservations during the festival, producing the table plans and marquee seating plans.
- Carry out daily checks on picnic and dining bookings, booking errors, late amendments and outstanding payments.

- Make sure guest details and bookings are set up correctly, including allergies and dietary requirements, VIP, Pavilion and hosted guest bookings, and group or patron hospitality.
- Look after our access provision, including wheelchair spaces, companion tickets and an accurate record of guests' access needs.
- Organise bookings for festival audience transport.
- Lead on daily ticket and dining reports during the festival period.
- Produce and analyse sales, attendance and revenue reports
- Handle escalated or sensitive guest situations, complaints and feedback with diplomacy and discretion, resolving them quickly and keeping the festival's ticketing and dining procedures up to date.
- Oversee data quality and make sure customer and booking records are handled in line with the UK GDPR and the Data Protection Act 2018.

Revenue and Commercial Performance

- Proactively support the generation of ticket, dining and membership revenue through effective conversion of enquiries.
- Confidently upsell hospitality packages, premium seating and add-ons in a way that enhances the guest experience.
- Monitor booking patterns and identify opportunities to maximise occupancy and yield.
- Work closely with internal teams to support sales initiatives and campaign delivery.
- Oversee day-to-day operations and commercial performance of the on-site shop, ensuring an engaging retail experience that supports overall revenue growth and brand presentation.

Guest Services

- Act as the named point of contact for our key donors and VIPs working in collaboration with our development team, looking after their bookings from first enquiry through to their arrival.
- Offer a concierge style service, anticipating and arranging preferred seats, dining, guest lists and any special requests for donors and those on our membership scheme.
- Work closely with the Development team to organise year-round corporate and donor events.

ABOUT YOU

<u>Essential</u>

- An understanding of what good customer service looks like, and a commitment to delivering it.
- Significant experience in ticketing, reservations and guest services, ideally in an arts venue or high-end hotel setting.
- An understanding of the importance of accessibility and equality for all audiences.
- Experience of supervising or leading a team, including allocating work and managing rotas.
- Excellent written and verbal communication, and confidence looking after a wide range of guests by phone, email and in person, including high profile guests with discretion.
- Experience of reservations and ticketing systems with meticulous attention to detail across bookings, payments and customer records.
- A working understanding of data protection and how it applies to customer records, bookings and marketing consent.
- A good working understanding of how ticketing is set up, including seating plans, price bands, offers and priority booking periods.

- Calm, professional judgement when managing competing priorities and deadlines, with strong organisational skills and the initiative to solve problems and adapt quickly to change.
- Confidence with numbers, sales and revenue reports, and Excel or similar tools.
- A commercial instinct, and the confidence to turn an enquiry into a booking and suggest an upgrade without ever making a guest feel sold to.

Desirable

- Experience as a duty manager in an arts or hospitality setting.
- A track record of building lasting relationships with VIP guests, members and regular bookers.
- Working knowledge of Spektrix or another ticketing or CRM system, and of membership or loyalty schemes.
- A background in working with catering or hospitality partners to deliver events or dining services.
- Experience of running a shop or other small retail operation.
- An interest in opera, music or the performing arts.

Additional requirements

- Availability through the full Festival period from May 23rd 2027 through to July 11th 2027, including evenings and weekends during peak periods.
- Ideally access to a vehicle, as The Grange and our offices near Alresford are in a rural location.
- 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

Reporting to: Head of Development

Start: January 2026

Hours: 35 hours per week

Working pattern: 5 days per week (Monday to Friday), with additional weekend and evening work during the festival period

Additional Festival hours: Time off in lieu is provided for the additional evening and weekend hours worked during the festival period

Salary: £32,000 per annum

Holiday entitlement: 5.6 weeks including bank holidays, calculated pro rata for the holiday year

Location: Our offices near Alresford, Hampshire, and The Grange on performance days

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 the online application form. You will need to upload a CV and either a cover letter or an introductory video (no longer than 3 minutes) setting out your interest and relevant skills for the role.

Closing date: Tuesday 8th December
Interviews: Tuesday 15th December

For an informal conversation about the role, please contact Sheila Wye sheila.wye@thegrangefestival.co.uk. Candidates must be able to provide evidence of their right to work in the UK.

The Grange Festival is committed to building an inclusive workplace and welcomes applications from all backgrounds, particularly groups who are underrepresented 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.