



An opportunity exists for a Box Office Supervisor to join our vibrant team. This full-time **Box Office Supervisor role** is accountable for the day-to-day management of the box office function and leads the customer-facing team.

This varied and hands-on role is responsible for ticket sales and enquiries through all customer service channels including in person box office, phone and online.

Day to day duties include development of the roster, team training and hands-on management. Providing a professional, customer focused and welcoming service for all visitors including hirers and public and to support the support the box office team by being the first point of escalation for customer issues are focus areas.

This position will be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

A love for customer service and providing a premium patron experience is essential for this role, as is, strong experience in managing a diverse team in fast paced customer facing positions. The ideal applicant will have a demonstrated ability to unify a team, lead by example, manage priorities working to deadlines. The ability to interpret sales data is essential as is proficiency in CRM systems, ticketing platforms and Microsoft office. Previous experience using Hubspot and Tixly platforms would be highly regarded.

We offer our team remuneration benefits such as additional parental leave benefits, access to our generous discount and reward scheme, ticketing perks as well as a supportive environment including development planning and provide a value centered workplace.

For further information about this role, please refer to the **Position Description** below.

To submit your application, please submit your current resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line 'Box Office Supervisor Application – Theatre Royal Sydney' by **Monday 15th September 2025, 5:00pm**.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.



THEATRE ROYAL

SYDNEY

Position Description

Position: Box Office Supervisor
Reporting to: Ticketing Manager
Position type: Full Time
Location: 108 King Street, Sydney

Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focused on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

About the Role:

Reporting to the Ticketing Manager, the Box Office Supervisor will be responsible for TRS ticket sales and enquiries through all customer service channels including box office, phone and online. Accountability for quality control and the day-to-day management of the Box Office function and team lies with this position. This includes development of the roster, team training and hands-on management. Their main role is to provide a professional, customer focused and welcoming service for all visitors including hirers and public and to support the support the box office team by being the first point of escalation for customer issues. They are expected to deliver the highest standard of customer service to maximise sales, productivity and occupancy of the venue by implementing any ticketing initiatives and approved sales strategies. The Box Office Supervisor will work with the Ticketing Services Manager to ensure patron and production needs met and assist the Ticketing Assistant as needed. The Box Office team will be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.

Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play.

Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.



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Key Responsibilities:

- To respond to all customer queries effectively and efficiently, on the phone, in person and online providing exceptional customer experiences to increase sales and promote the theatre.
- To have exceptional working knowledge of the ticketing software in order to provide support to customers booking online.
- Working productively under reasonable levels of pressure and completing tasks within specified deadlines.
- Maintaining fruitful working relations with producers, their agents, internal customers and suppliers.
- Adhering to all cash handling procedures and sharing accountability for cash reconciliation and the financial integrity of the box office.
- Actively participating in training programmes.
- Maintaining TRS standards of Customer Care. Actively promoting TRS and Trafalgar Entertainment.
- Ensuring that accurate and complete customer data is collected at every opportunity.
- Understanding access issues and anti-discrimination legislation. Treating accessibility patrons with tact and sensitivity.
- To provide the highest level of service and assistance to customers who require special assistance such as wheelchair seating
- To promote the sale of ancillary products such as F&B, packages and merchandise at every possible opportunity when available
- Work in collaboration with the Marketing Executive to ensure industry best practice in use of the CRM
- To be the initial point of escalation for customer issues/complaints where appropriate
- Managing Producer and House Seats, Comp Requests, Group Bookings and other speciality ticketing requirements in a timely and accurate manner
- To complete event build tasks at the producer's instruction including changes to holds, building of new offers, prices or additional dates
- Manage the issuing of promoter/hirer comps and the processing of Opening Night or other special event ticketing
- To ensure all special events (e.g. Opening Nights) are supervised by self or Ticketing Services Manager
- To actively promote positive relationships with all stakeholders
- To ensure the Box Office provides accurate and timely reports for venue hirers and management
- To provide timely feedback to Ticketing Manager on all issues affecting box office and box office staff
- To ensure the Box Office provides accurate and timely reporting for venue hirers and Management
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment



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Staff Management

- To provide a roster for box office, arranging appropriate cover to reflect business requirements and customer needs
- Co-operate with the Box Office Assistants in sharing the tasks and duties required to run an efficient Box Office and where required delegate tasks to the team.
- To monitor staff performance ensuring all leave, absence and time in attendance is monitored and documented in consultation with Ticketing Services Manager
- To work with the Ticketing Manager and provide specialized training when necessary
- Create a healthy and efficient working environment
- Communication and implementation of current and new procedures
- Provide training for all members of the box office team
- Escalate any staffing issues to the Ticketing Manager and conduct any performance-based meetings with box office employees as required
- Work with The HR Operations Manager and Ticketing Manager to implement any employee initiatives as required.
- Conduct employee appraisals and development plans in collaboration with the Ticketing Manager
- Lead the Box Office Assistants by example in a hands-on manner

Additional Responsibilities:

- The Box Office team will be required to work flexibly depending on each production's requirements and performance schedule. This will include evenings and weekends.
- You may in certain circumstances be required to work within other areas including Front of House and Cloaking.
- Act as the support and back up position for the Ticketing Coordinator assisting with their duties as required including new Event Builds.
- To assist Ticketing Manager with other ticketing related activities as required

General:

- You are required to exercise total confidentiality, discretion and integrity regarding information acquired through the Company.
- You should carry out all reasonable requests on behalf of TRS and our producers, conducting business professionally in a courteous, considerate and co-operative manner.
- This job description is not an exhaustive document but reflects the current position and details may be changed in full consultation with the post holder.

Work, Health & Safety:

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents.
- To understand the WHS procedures and risk assessments and Theatre Royal Sydney's operational integration within 25 Martin Place
- To report any incidents, accidents and near misses to the Theatre Management



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- To assist in completing departmental risk assessments and ongoing document and procedural review.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual
- To attend and lead Work, Health & Safety training, as required

Position requirements:

- Strong people management experience ideally in leading a diverse team in a customer facing environment
- Ability to relate with all types of people and motivate and unify to achieve a common goal
- Enjoy working as part of a team and ability to collaborate with other departments
- Customer service experience in a similar environment and confidence with in-person, phone and email sales
- Strong attention to detail
- Ability to multi-task and self manage priorities to meet the needs of the business
- Appreciation for the fast paced nature and deadline driven environment of live entertainment.
- Proficient in CRM use - ideally with experience with Hubspot
- Strong Microsoft office skills especially Outlook and Excel
- Experience in using ticketing systems - ideally with Tixly
- Ability to understand sales data and implement initiatives to enhance sales
- Excellent written and verbal communication skills
- Mental health First Aider certification is preferred
- Polished presentation
- Hands-on and pragmatic attitude with an accountability focus