Background:

Dublin Theatre Festival is an annual event that brings together artists, theatre-makers and audiences from across Ireland and around the world. At the heart of the festival is the social and cultural landscape of our capital.

Throughout the 18-day festival, performances take place in venues and locations across Dublin. Our programme incorporates theatre, music, dance and family events as well as artist talks, public discussions and artist development programmes. We present classic plays by celebrated companies and artists alongside work by exciting, emerging theatre-makers from home and abroad. The spirit of the festival lies in the people who engage with us and we aim to create rewarding experiences for the time we spend together.

We want to ensure that equality and diversity are at the heart of what we do and actively welcome applications from all sections of the community.

We are signatories of the Safe to Create Code and are committed to making Dublin Theatre Festival a safe, dignified and welcoming work environment for all staff members.

Box Office Assistant Manager Job Description

Contract:	Seasonal & Temporary, 15.5 Weeks, 29 June to 14 October 2026.
Hours:	40 hours, Monday to Friday, and then 48 hours across 6 days per week during the three-week festival period with regular evening and weekend work.
Salary:	€32,240 per annum pro rata.
Reporting to:	Audience Development & Sales Manager
Location:	Festival House, 12 Essex Street East, Temple Bar, Dublin 2.

Purpose and Scope of the Post:

Dublin Theatre Festival is seeking a Box Office Assistant Manager to actively participate in managing relationships with its current partners and customers and to assist the Audience Development & Sales Manager and other Box Office Assistant Manager in implementing sales initiatives and audience development strategies.

The position is responsible for the smooth and effective running of the box office, the ticketing system and financial matters within the box office; and to provide training, encouragement, and guidance to the box office team. The position reports to the Audience Development and Sales Manager.

Duties and Responsibilities:

Box Office Operations and Customer Service

- Oversee the box office function: ensure the smooth and efficient running of the box office, including temporary box offices at site-specific venues as needed.

- Ensure the highest level of customer service is always maintained and that the Festival's ethos of customer care is cultivated throughout the box office.
- Monitor our systems and customer feedback to ensure a smooth, positive, and user-friendly experience for our audiences.
- Ensure that all venue seating plans and events are correctly built on the ticketing system (Ticketsolve).
- Liaise with venues to optimise ticket sales; ensuring accuracy in seat allocations, transfers, and reporting and ensuring smooth handover of shows to the venue prior to each performance.
- Ensure all equipment and devices are working daily, liaising with software and equipment providers as required.
- At the conclusion of the Festival, provide a written report to the Audience Development and Sales Manager as to how the system can be improved for the following year.

Audience Development and Sales:

- Work closely with the Audience Development and Sales Manager to deliver sales and ticketing initiatives and maximise sales opportunities, with particular focus on our accessible ticket initiative, *Fair Play*.
- Support the Development Department with implementing strategies for the recruitment and conversion of Friends of the Festival.
- Support the Festival's commitment to diversity, inclusivity and accessibility, maintaining awareness of barriers to attendance, provision of access services, and ensuring a welcoming, pleasant and appropriate experience for our audiences.

Staff Management:

Together with the Audience Development and Sales Manager:

- Provide training and assistance to seasonal box office staff, ensuring that our team members are adept in their use of the ticketing system and any other required systems, and can perform their duties with confidence.
- Coordinate the box office team in the roll out of our accessible ticket initiatives, *Fair Play* and *Thinking Stages* by engaging in audience outreach and liaising with different groups including schools, tour groups, visiting artists and other theatre institutions.
- Coordinate the box office team in the preparation of marketing and e-communications as part of our group booking initiatives and membership recruitment including sending mailers, researching targeted audiences and designing emails and e-flyers.
- Awareness of and attention to health and safety issues, data security and sustainability measures within the workplace.
- Create a supportive, enjoyable, and efficient working environment for the team.

Financial

- Oversee box office staff as they balance their cash floats and that staff reports, takings and cumulative sales are reconciled at the end of each day.
- Handle change requests and handover all monies to the Operations team for banking.

Person Specification:

- Computer literacy and confidence in learning to use new software quickly.
- Strong knowledge and experience with Microsoft Word, Outlook and Excel.
- A proactive, problem-solving approach, whether responding to customer queries, troubleshooting technology, or dealing with unforeseen challenges.
- Experience of working independently and leading a team in a supervisory or managerial role.
- Experience of interacting with members of the public and engaging with their individual interests.
- Passionate about providing exceptional customer service.
- Strong time management and prioritisation skills.
- Numerical aptitude and accuracy.
- Resourcefulness and initiative.
- Flexibility regarding work schedule.
- Interest in the arts.

Type of Contract:

Seasonal and temporary, 15.5 weeks from 29 June to 14 October 2026.

Salary:

€32,240 per annum pro-rata / €15.50 per hour, calculated weekly and paid monthly.

Hours of Work:

The post is full-time working 40 hours per week and then up to 48 hours per week during the festival period (24 September to 11 October). The Box Office Assistant Manager will be required to work evenings and weekends during the Festival and other key dates including Festival Launch.

Holidays:

Statutory holiday entitlements apply. Requests for leave will be considered, taking into account the busy nature of the festival period. Leave must be scheduled and approved by your line manager prior to commencing your contract. Unused holiday entitlement will be paid at the end of contract in accordance with current employment legislation.

Due to the busy nature of specific times during this contract, leave requests during launch dates (14th and 15th July), general on-sale (28th July) and the Festival period (20th September – 11th October) will be considered on a case-by-case basis.

Probation:

A probation period of 6 weeks will apply from the start of the contract.

Application Process:

Applications are to be sent via email to Cian Griffin, Festival Administrator at recruitment@dublintheatrefestival.ie and must include the following:

- A detailed CV outlining all relevant experience.
- A cover letter outlining your experience, how you believe it relates to the role and what you can bring to the role.
- If you would like to submit a video cover letter, please ensure that it is no more than 2 minutes long and includes the information requested above.
- Contact details for two professional referees. Only the referees of shortlisted applicants will be contacted, and applicants will be notified in advance.

Submissions & Confidentiality:

The festival acknowledges applicants' need for privacy and will take all necessary steps to ensure all applications and interviews are handled confidentially. Enquiries in strictest confidence, as well as applications (by email only) should be addressed to Cian Griffin, Festival Administrator, at recruitment@dublintheatrefestival.ie.

Closing Date:

The closing date for applications is **12pm on Wednesday 20 May 2026**.

Interviews:

Interviews will be held on **Monday 8 June 2026**. Applicants selected for interview will be expected to make themselves available on this date.

Access:

We are located in a 4-storey building in Temple Bar. Please note that our building does not have a lift. The Box Office is located on the ground floor. The ground floor is completely accessible.

If you require reasonable accommodation for any part of the application process, please let us know by emailing recruitment@dublintheatrefestival.ie.

We want to ensure that equality and diversity are at the heart of what we do and actively welcome applications from all sections of the community.

Dublin Theatre Festival is funded by the Arts Council.