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 Specialist Job Description

Contract:	Seasonal & Temporary, 13 Weeks, 13 July to 11 October 2026.
Hours:	10 weeks part-time, 20 hours, Monday to Friday, and then full-time, 48 hours across 6 days during the three-week festival period with regular evening and weekend work.
Salary:	€29,432 per annum pro rata.
Reporting to:	Audience Development & Sales Manager
Location:	Festival House, 12 Essex Street East, Temple Bar, Dublin 2 and Festival Venues as required.

Purpose and Scope of the Post:
Dublin Theatre Festival is seeking two Box Office Specialists to manage and process all requests and tickets, including tickets for our specialised groups: the Friends of the Festival, domestic and international group bookers.

This position reports to the Audience Development and Sales Manager.

Duties and Responsibilities:
During festival time, box office staff may work both the main festival box office and offsite at temporary and established festival venues. Duties include:

Sales and Administration:

- Participate in training opportunities to gain an excellent working knowledge of the box office ticketing system (Ticketsolve).
- Process customer bookings including telephone, email and in person during the Festival period.
- Maintain a highly professional and helpful attitude towards serving the public.
- Process membership sales, renewals and bookings while recording and filing all booking forms and relevant information.
- Engage in 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.
- Maintain highly efficient correspondence, ensuring all communication is responded to in a timely and efficient manner.
- Build and maintain a strong knowledge of the performances, theatre companies and events in our programme and confidently engage with and advise customers as appropriate.
- Balancing of cash floats at the end of the day.

General:

- Actively and diligently maintain and use organisation systems to ensure an effective, positive and productive working environment.
- 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 audience.
- Awareness of and attention to health and safety issues, data security and sustainability measures within the work environment.

Person Specification:

- Excellent customer service and communication skills.
- Computer literacy, confidence in learning to use new software quickly.
- Experience of interacting with members of the public and engaging with their individual interests.
- Ability to remain calm and attentive to customer needs in a fast-paced environment.
- Great attention to detail, and capacity to follow instruction and administrative procedures as directed.
- Enthusiasm, resourcefulness and initiative.
- Flexibility regarding work schedule.

Type of Contract:

Seasonal and temporary, 13 weeks from 13 July to 11 October 2026.

Salary:

€29,432 per annum pro-rata/ €14.15 per hour, calculated weekly & paid monthly.

Hours of Work:

The post is part-time 20 hours per week from 13 July to 18 September, then full time from 21 September to 11 October, working up to 48 hours across a six-day week during the festival period (24 September-11 October). This includes evening and weekend work around key dates such as launch (14/15 July) and during the festival period.

Probation:

A probation period of 3 weeks will apply from the start of the contract.

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.

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 **Tuesday 9 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.

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Dublin Theatre Festival is funded by the Arts Council.