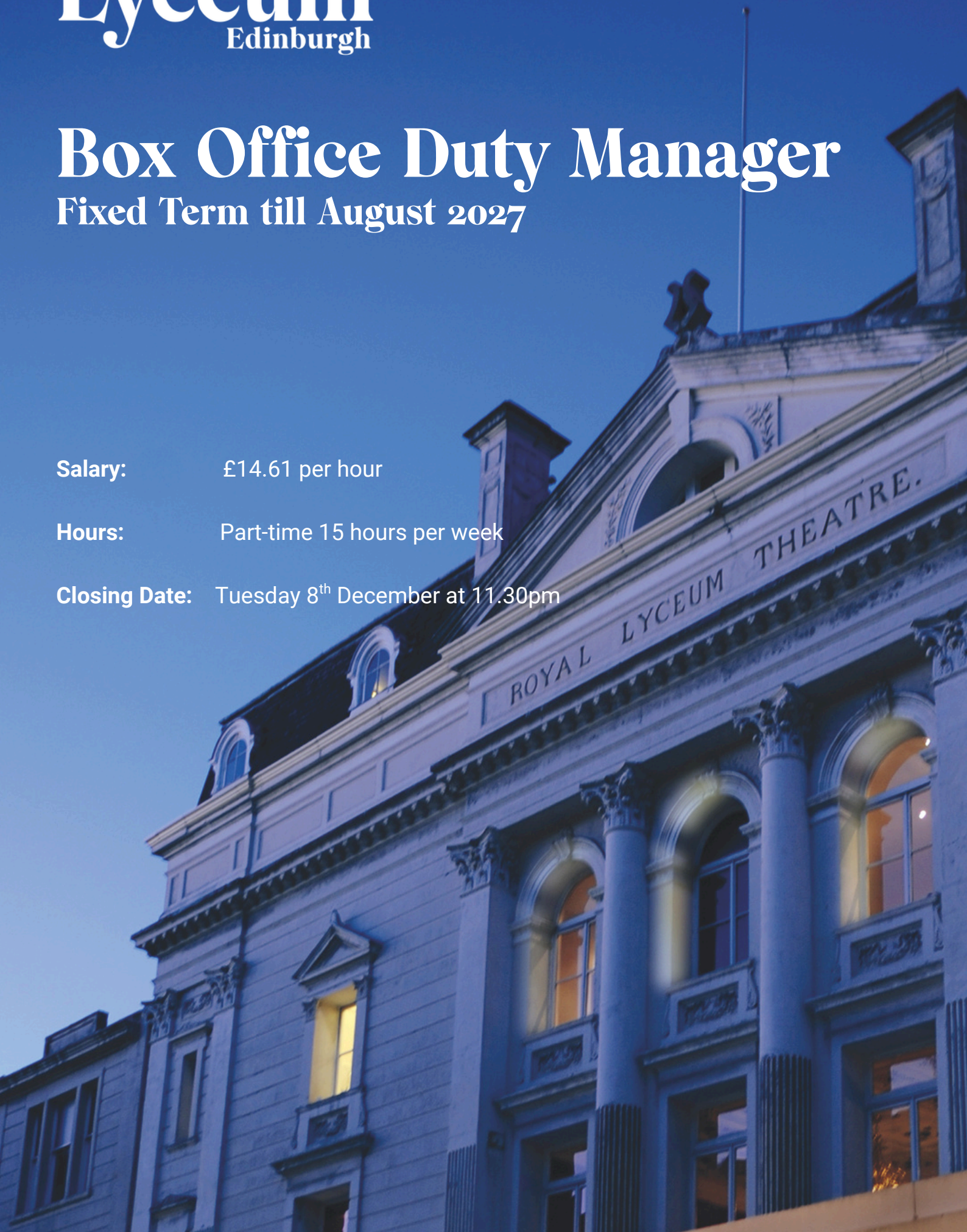
The Royal Lyceum Edinburgh

Box Office Duty Manager

Fixed Term till August 2027



Salary: £14.61 per hour

Hours: Part-time 15 hours per week

Closing Date: Tuesday 8th December at 11.30pm

Box Office Duty Manager

You will lead the day-to-day running of the Box Office and help every audience member feel welcome from their first contact with The Lyceum. You'll oversee the Assistant team, keep things moving when it gets busy and make sure our service is friendly, thoughtful and dependable.

Key Responsibilities

Daily Operation

- Lead by example and help the Box Office team handle every booking, reservation and enquiry with warmth and care.
- Open and close the Box Office safely, following our procedures and leaving everything ready for the next shift, reconciling the day's takings and securing them safely.
- Prepare ticket collections carefully, including printing batches, allocating offer seats and sending out posted tickets.
- Be a calm, helpful point of contact for staff and customers, sorting out problems and knowing when to ask for support.
- Make booking tickets simple and welcoming, whether customers contact us in person, by phone or online.
- Work closely with teams across The Lyceum to keep information flowing and the audience experience running smoothly.
- Reply promptly and helpfully to phone and email enquiries.
- Give visitors, tradespeople and delivery teams a warm welcome at the Box Office.
- Help keep everyone safe by following the Company's Health and Safety Policy and other relevant procedures.

Staff Management

- Keep customers at the heart of each shift, dealing with staffing issues quickly and keeping the Ticketing & Data Manager informed.
- Lead the team in selling tickets and merchandise in person, by phone and online. Help turn our marketing and fundraising plans into conversations that grow sales and individual donations.
- Make sure everyone handles cash securely and follows our financial procedures.
- Stay hands-on during the shift, supporting sales, donations and customer conversations when the team needs you.
- Help new and existing colleagues grow in confidence through friendly, practical training.
- Share out tasks clearly so everyone knows what they're doing and the shift runs well.

System Management

- Carry out any essential admin tasks in Spextrix or any other associated software to ensure the smooth and successful running of the Box Office.
- When technical problems arise, work with Spektrix and colleagues to get things back on track quickly.

Other Responsibilities

- Take part in meetings and training, share what you know and keep learning from others.
- Be ready to help with other reasonable tasks requested by the Ticketing & Data Manager, Heads of Department, Senior Management or Executive teams.

Person Specification

Essential Experience

- Experience in a supervisory or management role.
- Experience delivering excellent customer service.
- Experience handling cash and following financial procedures.
- Experience as a key holder and opening/closing a building safely.

Desirable Experience

- First Aid qualification or training.
- Personal Licence holder.
- Experience working in a theatre, arts venue, visitor attraction or similar customer-facing environment.
- Experience using a ticketing system, such as Spektrix.

Culture & Values

We expect all colleagues to contribute to a positive and inclusive working culture by living The Royal Lyceum Theatre Company's values of Excellence, Relevance, Openness, Passion, Courage and Care, and by role modelling these values in interactions with colleagues, artists, participants and audiences.

Hours

This role is contracted at 15 hours per week. As we are a busy producing theatre, shifts will include evening and weekend working, particularly during performance periods. While flexibility around these times will be needed, we're happy to discuss individual circumstances and other commitments during the recruitment process.





Why you'll love working with us

- Join a friendly, motivated team in one of Scotland's most iconic theatres.
- Be part of the excitement of live performance every day.
- Develop valuable skills in customer service, hospitality, and sales.
- Edinburgh Lesuire Coorperate Partnerships and beenfits
- Employee Assistance Programme - 24/7 wellbeing support and access to virtual GP appointments
- 4% matched pension contribution
- Accrued holiday pay

How to Apply

We welcome applications in alternative formats including video or audio for access reasons, we are happy to discuss adjustments at any stage of the recruitment process. The Royal Lyceum Theatre Edinburgh is committed to equality, diversity and inclusion and welcomes applications from those underrepresented in the theatre sector.

Visit lyceum.org.uk/jobs to apply.

To apply, please submit a CV and a provide supporting statement .

S**upporting Statement**
We'd love to hear a little more about you. In your supporting statement, please tell us what interests you about this role and share any skills, knowledge or experience that you feel would help you succeed in the position. Where possible, please include examples that demonstrate your suitability.

To discuss the role and interview process further, please contact us at jobs@lyceum.org.uk

Closing date: **Tuesday 8th December 2026 at 11.30pm**

Interviews: **Planned to be held Thursday 16th December and Thursday 17th December 2026**