

The background of the entire page is a photograph of the Royal Lyceum Theatre in Edinburgh at dusk. The building is a grand, classical-style structure with a prominent portico supported by tall columns. The pediment above the columns is inscribed with "ROYAL LYCEUM THEATRE." in capital letters. Several windows are illuminated from within, casting a warm glow against the deep blue twilight sky. A tall flagpole stands on the roofline to the right.

The Royal
Lyceum
Edinburgh

Seasonal Box Office Assistants Fixed term

Salary: £13.45 per hour

Hours: Guaranteed Minimum 8 hours per week

Closing Date: Wednesday 4th November at 11.30pm

Box Office Assistant

We're looking for enthusiastic, customer-focused Box Office Assistants to join our team throughout the festive period.

You'll love helping people, enjoy delivering exceptional customer service, and thrive in a busy, fast-paced environment. As one of the first points of contact for our audiences, you'll play a key role in creating a welcoming and positive experience, helping customers book tickets, answering enquiries, and providing information about our performances, events, and services.

We're looking for confident communicators who enjoy building relationships, solving problems, and making every interaction count. If you're organised, people-oriented, and passionate about delivering great service, we'd love to hear from you.

Key Responsibilities

- To provide an efficient box office sales service operating a computerised ticketing system (currently Spektrix).
- To proactively ensure you have a good understanding of products (performances, development memberships, youth theatre courses and participation events) and facilities (access provision, auditorium layout, bar offers etc.) that are on offer. Asking supervisors for details where required and reading any materials provided.
- To answer all enquiries received at the Box Office (by email, telephone and in-person) relating to Royal Lyceum Theatre Company productions and any other production that the Theatre may be involved in selling or promoting.
- To maintain and nurture relationships with regular Lyceum Theatre attenders, encouraging casual and new attenders to visit on a more regular basis.
- To pro-actively feedback on customer sentiment to Box Office Supervisor, Box Office Manager and the director of Communications and Customer Services. As front-line staff, you have a unique insight into what customers enjoy and dislike about their experience of The Lyceum. This is invaluable information for the company which, alongside research efforts we use to improve our offer. We encourage you to share information, ideas, and insight about improving the customer experience with your line manager to support our audience insight programme and audience development goals.
- To ensure data is entered accurately and in accordance with Box Office standards and GDPR, to provide the Communications Department and management with accurate customer and financial information.
- To input, clean and update the database as required.
- To reconcile and record transactions daily.
- To adhere to the Company's Health and Safety policy.
- To carry out any other task which may be reasonably required by the Box Office Manager/Supervisors.
- To make a positive contribution to the work of the Box Office team and Company as a whole.

Hours

- Available during dates 28th November 2026 to 3rd January 2027
- We will offer Guaranteed Minimum Hours (GMH) contracts of 8 hours per week. Hours may vary week to week depending on operational requirements.
- Applicants must be available throughout the festive period and able to work with flexibility across the period including evenings, weekends and matinee performances. In addition, successful candidates will be required to work key dates, including 24 December, 26 December, 31 December and 2 January. Hours will be scheduled in line with business needs.

Person Specification

Essential Experience

- A confident and professional communicator who enjoys helping people and delivering excellent customer service.
- Previous experience in a customer-facing role, such as retail, hospitality, contact centre, reception, or box office.
- Comfortable communicating with customers in person, over the phone, and via email.
- Strong attention to detail, with the ability to handle transactions and customer information accurately.
- A proactive problem-solver who can think on their feet and respond positively to customer enquiries.
- Good IT skills and confidence using computerised systems and databases.
- A team player who contributes ideas and energy to a positive, collaborative workplace.
- Flexibility to work evenings, weekends, and throughout the festive period. Must be available for key dates as indicated above.

Desirable Experience

- Previous box office, ticketing, retail sales, or contact centre experience.
- Experience using a ticketing or CRM system (e.g. Spektrix).
- Experience promoting products, memberships, events, or services to customers.
- Knowledge of accessibility requirements and delivering inclusive customer service.

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.





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.
- Gain hands-on experience in a creative, collaborative environment.
- 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

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

Closing date: Wednesday 4th November at 11.30pm

Interviews: Week commencing 9th November 2026