

Citizens Theatre

Job Description

Role: Welcome Team Ticket Assistant
Responsible to: Box Office Manager

Purpose of the Role:

The Citizens Theatre is a proudly Glaswegian institution – bold, inclusive and rooted in our community. Following the transformation of our Gorbals home, we're welcoming a new generation of artists, audiences and visitors through our doors. As part of our Welcome Team, you'll play a vital role in creating a warm, accessible and safe experience for everyone who comes to the Citz – whether that's for an event or a theatre performance, community activity, or simply stopping by for a coffee.

This is a customer-facing role, primarily based at the Tickets and Information desk, for evening and matinee performances. You'll be one of the first points of contact for our audiences, handling on-the-day ticket sales, resolving customer queries and ensuring a smooth, welcoming experience for all visitors. There may be additional daytime shifts available to support phone and online sales during busy periods.

Responsibilities:

- Provide outstanding front-line customer service during performances.
- Manage on-the-day ticket sales, reservations and collections at the Tickets and Information Desk
- Resolve customer queries in person and by phone or email in a professional, friendly manner
- Assist customers with ticket exchanges or last-minute purchases
- Process payments accurately, handle cash and card transactions and complete end-of-shift reconciliations
- Liaise with the Welcome Team Members and Duty Managers to ensure any late admissions or special seating needs are managed effectively
- Keep the customer service area tidy, welcoming and well-stocked with information materials
- Maintain up to date knowledge of shows, seating plans, promotions and Citizens Theatre policies to advise customers effectively.
- Support the smooth running of the theatre's public spaces during busy arrival periods

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- Friendly, sociable and enjoy meeting new people and having new experiences
- Passionate about working with the public and providing great customer service
- Experience working in a theatre, box office, retail or hospitality setting
- Confidence working in a fast-paced environment and resolving issues calmly
- Strong communication skills and ability to work in a team
- Excellent attention to detail
- Able to handle cash and card transactions accurately
- Able to handle and resolve feedback from customers
- Calm under pressure, with a flexible and proactive attitude
- Flexibility to work evenings and weekends, which are essential for this role
- Commitment to inclusivity, accessibility and community values

Desirable

- Familiarity with ticketing systems (such as Spektrix) and GDPR principles
- Interest in theatre, live performance or the arts more broadly
- Experience supporting accessible services (e.g. BSL, audio description, relaxed performances)

Everyone is welcome at the Citizens Theatre, and we want our staff team to reflect our vibrant Glasgow community. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently underrepresented in our industry.

Terms & Conditions

Pay:	£13.50 per hour
Employment Type:	Casual / Part-Time (zero hours contract)
Hours:	Shifts offered on a rota basis, typically during performance times (evenings and weekends) as well as occasional daytime shifts to cover box office phone calls.
Holiday:	Pro-rata annual leave calculated in line with statutory entitlement for casual or part-time workers
Probation:	One month
Notice period:	1 weeks during probation; 2 weeks thereafter
Uniform:	Staff will be required to wear Citizens Theatre-branded attire or follow dress code guidelines appropriate to public-facing roles
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Training and development opportunities

How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV**, and a **cover letter** of no more than **one page A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that show us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process, Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in an anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (one pages max) by email to: recruitment@citz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citz.co.uk to discuss a suitable format.

If you have any questions, please contact recruitment@citz.co.uk and your query will be directed to the appropriate person.

Deadline for applications: **Monday 28 July 2025, 10am**

Interviews: **Thursday 31 July and Friday 1 August 2025**

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre, and we look forward to receiving your application.