



Kiln Theatre

BOX OFFICE & TICKETING MANAGER

Application Pack

"A marvellous community reality...alive with challenge and promise." James Baldwin

Kiln Theatre is the creative and cultural hub of Kilburn in Brent, a uniquely diverse area of London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals – real human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

"Kiln Theatre has revitalised the cultural life of Brent and brings world-class theatre at an affordable price to people from all walks of life." **Zadie Smith**

Under Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of producing world-class work that reflects the richness of its local communities and the wider world.

Kiln Theatre has a 292 seat theatre alongside a 291 seat cinema auditorium, a bar and restaurant plus two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We believe that theatre can be for anyone. A neighbourhood venue shaping national conversation.



The Purists designed by Tom Piper, *Two Strangers (Carry a Cake Across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *The Lonely Londoners* designed by Laura Ann Price.

"I wanted to say thank you for creating the most diverse theatre I have been to. In terms of race, culture, class, age, everything – not only in the selection of shows and actors, but in the audience."

Audience member

OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **Representative**. *We represent diverse voices on and off our stage - including different perspectives and experiences in our decision making.*

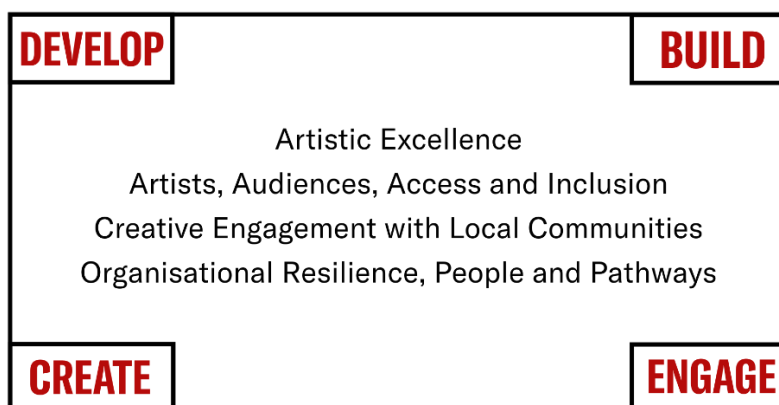
Kiln is **Open-hearted**. *We create together and build trust by being kind, empathetic and welcoming - acting with warmth and integrity.*

Kiln is **Enterprising**. *We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.*

Kiln is **Courageous**. *We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.*

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

OUR PRIORITIES



KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, the Pulitzer Prize award-winning *English* by Sanaz Toossi (in association with the Royal Shakespeare Company), *Peanut Butter and Blueberries* (UK Theatre Award nominated for Best New Play) by Suhaiymah Manzoor Khan, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to the American Repertory Theater in Boston after a record breaking run at Kiln, Roy Williams' critically acclaimed adaptation of *The Lonely Londoners* (now one of Kiln's top selling shows of all time), and the sell-out revival of *The Ministry of Lesbian Affairs* by Iman Quereshi.

CREATIVE ENGAGEMENT AT KILN

Our award-winning Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN CINEMA & EVENTS

Our 291-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. In our cinema auditorium we also host a year-round programme of talks, Q&A's, book launches and special events with some of the country's top artists, entrepreneurs, academics and writers.

FUNDING

Our annual turnover is approximately £4 million. Kiln Theatre receives funding from Arts Council England as a National Portfolio Organisation. Additional income comes from box office ticket sales and other commercial revenue streams, with a final sum generated through fundraising.

THE ROLE

Title:	Box Office & Ticketing Manager
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Department:	Audiences & Sales
Reports to:	Head of Audiences & Sales
Responsible for:	Assistant Box Office Manager, Box Office Supervisors and Assistants
Contract:	Full time, permanent

Purpose and description of role

The Box Office & Ticketing Manager is responsible for ensuring that every customer enjoys the best possible experience at Kiln Theatre and Cinema. They will recruit, lead, and inspire a Box Office team that reflects our mission to be a theatre for all. As a key member of the Audiences & Sales team, they will ensure the smooth running of the box office and ticketing system.

This role is central to the day-to-day operation of the venue during administrative hours as well as theatre and cinema performances. The Box Office & Ticketing Manager will play a vital role in delivering an outstanding customer experience, both in person and online, and in supporting the organisation's financial sustainability by helping to build a loyal and satisfied audience base.

They will lead by example and act as a crucial link between the Operations & Front of House, Audiences & Sales and Box Office teams. Using the Spektrix ticketing system, they will oversee the setup of all productions, manage reporting, and work closely with the Head of Audiences and Sales on sales analysis and forecasting.

What you'll do at Kiln Theatre

- Manage all aspects of ticketing and box-office sales across all channels.
- Set up and maintain events in Spektrix, optimising ticket inventory and revenue.
- Lead on sales reporting, financial reconciliation and liaison with Spektrix and Opayo.
- Oversee relationships with third-party ticket agents and maintain accurate listings.
- Recruit, train, schedule and support Box Office staff, fostering a positive and inclusive team culture.
- Ensure high standards of customer service and coordinate closely with Front of House and Catering teams.
- Handle customer queries and complaints professionally and efficiently.
- Produce regular and ad hoc sales and audience reports for internal and external stakeholders.
- Support marketing, programming, and access functions, including audience data collection and access performance planning.
- Collaborate with teams across the organisation to maintain smooth operations and a welcoming environment.
- Ensure compliance with relevant policies including health & safety, safeguarding, data protection and accessibility.
- Act as a key representative of Kiln Theatre's values and mission in day-to-day

operations.

About You (Person Specification)

We are looking for a motivated and proactive individual for this rare opportunity to take the next step in their career in the arts industry. Ideal for an early career manager with ambition, this role offers the chance to grow and develop within one of London's leading producing theatres.

You should have (essential):

- Significant supervisory experience in theatre Box Office (or Front of House), including management of casual staff teams
- Hands on experience working with Spektrix or similar ticketing systems
- Enthusiasm for/interest in theatre and the work of Kiln Theatre
- Passion for a career in theatre administration
- Excellent communication and interpersonal skills
- Excellent attention to detail, especially with regards to reconciliations and banking procedures
- Proactive and flexible attitude and the ability to effectively prioritise
- Ability to work under pressure and maintain focus on audience experience
- Initiative and ability to tackle and solve problems independently
- Excellent time keeping
- Ability to always work with tact and diplomacy
- IT skills and confidence with a strong working knowledge of Microsoft Office
- Commitment to inclusion and equality of opportunity

Bonus if you have:

- Excellent knowledge of Spektrix or similar ticketing systems ideally with admin interface experience
- Line management experience
- Duty management experience
- First Aid training (3 days course)
- Fire Marshal training
- Conflict resolution training

This job description is a guide to the nature of the work required for this role and does not form part of the contract of employment.

Terms and Conditions

Contract:

Full-time permanent
Kiln Box Office opening hours are usually between 10am – 9pm, Monday – Saturday. The role manages the box office rota to meet the needs of the organisation, including shifts across 5

days per week for the Box Office & Ticketing Manager.

Start date:	Autumn 2025 (dependent on successful candidate's availability)
Salary:	£31,500 per annum paid PAYE via payroll
Holiday entitlement:	22 days plus bank holidays increasing to 27 days after 2 years' continuous employment
Probationary period:	3 months, followed by review
Pension:	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more.
Other benefits:	Employee Assistance Programme. Cycle to work and Season ticket loan schemes. Complimentary tickets for preview performances, subject to availability, £2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Bar

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>.

Once the **Application Form** and [Equal Opportunities Monitoring Form](#) are completed please return, by the closing date, to:

Email:	Recruitment@KilnTheatre.com using the heading 'Box Office & Ticketing Manager'
By Post:	Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Closing Date:	10 th September 2025, 9am
Interviews:	Round 1: 19th September 2025, Round 2: 26th September 2025

You are encouraged to contact our Head of Audiences & Sales, Spyros Koīs (spyroskois@kilntheatre.com) for an informal and confidential chat about the role.

WHAT HAPPENS NEXT?

We will invite some applicants for an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.