



Theatre Royal Bury St Edmunds

# JOB PACK

Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QR

[theatreroyal.org](http://theatreroyal.org) | 01284 769505



# Welcome

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We are a small but dedicated team of 25, supported by a wider team of casual staff, freelancers artists and volunteers. We are a proud producing theatre, creating four beautifully-staged in-house productions each year alongside an eclectic mix of visiting performances.

Over 75,000 audiences visit us each year. We put our community at the heart of everything we do, working with 9,000 participants each year through our thriving Creative Learning programme. In 2023, we became a National Portfolio Organisation of Arts Council England enabling even more people to be part of our story.

Our staff are our greatest asset and we provide regular training opportunities to build skills and knowledge to ensure we are ready for the future ahead of us.

I hope you will consider joining our team.

**OWEN CALVERT-LYONS**

Artistic Director & CEO

Registered Office: Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QR

01284 755127 admin@Theatreroyal.org www.theatreroyal.org

Bury St Edmunds Theatre Management Ltd Registered in England & Wales Registered No 842455 Registered Charity No 242977

# Applying For This Role

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Thank you for your interest in joining the team at Theatre Royal

## About us

Theatre Royal is a mid-sized Regency theatre based in the heart of Suffolk. We provide a broad programme and range of opportunities for our local and regional community to engage with performing arts, share the thrill of live theatre and to create lasting memories for our audiences.

We're a small, enthusiastic and ambitious team of creative problem solvers, driven by the positive impact we have on people of all ages and backgrounds within the beautiful setting of our unique building.

You'd be joining a core team of 24 and a wider team of over 100, ensuring and providing exceptional visitor experience for everyone who visits and engages with Theatre Royal.

Please find enclosed a job description for the post and some information about Theatre Royal which we hope will encourage you to apply to join us.

Further information about the theatre can be found on our website:

[www.theatreroyal.org](http://www.theatreroyal.org)

We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone is welcome. We therefore particularly encourage applications from candidates who are likely to be underrepresented in Theatre Royal's workforce. These include people of the global majority, disabled people, and people from lower-socio economic backgrounds.

Please complete and return the application form and accompanying paperwork by

**Midday 15 January 2026**

Interviews will take place at Theatre Royal on **21 January 2026**

Applications will be accepted by email to [jobs@theatreroyal.org](mailto:jobs@theatreroyal.org), in person delivered via the Box Office or by post. If posting or delivering your application, please mark your it as Confidential – Recruitment. Post to:

Sharron Stowe, Theatre Royal, Westgate Street, Bury St Edmunds, Suffolk, IP33 1QR

Good luck and thank you for your interest in working at Theatre Royal

# Role Description

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## Purpose

We're looking for someone who is detail-oriented, enthusiastic, and excited by the opportunity to promote and provide excellent customer experience to our community and visitors.

The Box Office & Sales Manager plays a crucial role overseeing our Box Office team and practices to ensure consistency, efficiency, and a high standard of customer service in keeping with our community centred values. You will ensure the Box Office team are trained appropriately and are kept fully informed so that they can perform their duties to the highest standard.

Alongside visitor facing responsibilities, you will oversee our CRM (Customer Relationship Management) and ticketing system, Spektrix, to put events and seasons on sale, monitor and respond to sales data, and manage the backend of the system to ensure information is accurate and features are used effectively.

## Areas of Responsibility

### Box Office & Visitor Experience

You will:

Effectively maintain and manage all aspects of the Box Office to ensure the continued smooth running of its operations.

Line manage and oversee the daily management of Box Office Assistants including staff rotas, holiday requests, time sheets and annual appraisals.

Arrange and provide training as required for new and existing members of the team to ensure staff development, wellbeing and the continued delivery of excellent customer experience.

Review and respond to audience feedback with the Head of Marketing & Sales.

Develop systems and procedures to ensure Box Office operates effectively alongside other visitor facing departments.

Lead and liaise with School and Group bookings to ensure the smooth processing of their booking, confirmation of their visit, and timely receipt of payment.

Monitor uptake of funded offers and complimentary tickets, and oversee the allocation of fundraising requests.

Oversee RSVPs and guest lists for press nights, fundraising events, and special performances.

Liaise with visiting companies and visiting artists regarding contractual ticket allowances.

Maintain existing relationships with ongoing Agency partner services and consider the development and expansion of this service to compete with online alternatives.

**Department:** Marketing & Sales

**Responsible to:** Head of Marketing

**Location:** Theatre Royal BSE

# Role Description

## Sales & Systems

### You will:

- Develop and oversee pricing strategies, discounts, and promotions in consultation with marketing and senior colleagues.
- Monitor ticket sales performance across all channels and provide insights to inform programming and marketing decisions.
- Develop an in depth understanding of Spektrix and potential application of its features, becoming the knowledge centre within the theatre.
- Input event information onto Spektrix, preparing ticket types, ticket designs, price lists, seating plans, offers, stage configurations, priority booking, and [details about the show set up are correct as provided]
- Work with the Head of Marketing & Sales to monitor and review sales trends to release seating, and implement dynamic pricing as necessary.
- Develop systems and procedures to support the theatre in maximising revenue

# Person Specification

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## Key Requirements

- Some experience of supervising or managing a team of staff
- Excellent interpersonal and communication skills in person, over the phone and in writing.
- The ability to apply your skills and knowledge to solve new problems.
- Proven track record in addressing and managing customer queries.
- A proactive approach to work with excellent attention to detail.
- Highly organized, detail oriented and comfortable working in a fast-paced and deadline driven environment.
- A willingness to work independently and collaboratively, as part of a wider team.
- Strong IT skills, including Microsoft Office (Excel, Outlook, Word).

## Desirable

- Experience using a ticketing or CRM system including data management and reporting.
- An interest in the arts, culture, or entertainment sector and a desire to contribute to its growth (although not essential).
- A familiarity with the work of Theatre Royal Bury St Edmunds

# Terms & Conditions

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<b>Contract</b>	Permanent
<b>Salary</b>	£26,644.58 per annum rising to £27,443.92 from 1st April 2026
<b>Hours of Work</b>	Full Time -39 Hours (Monday–Friday) (please state if you are interested in flexible working options)
<b>Place of Work</b>	Theatre Royal Bury St Edmunds
<b>Annual Leave</b>	You will be paid statutory holiday pay.
<b>Allowances</b>	<p>Travel/mileage expenses whilst on Theatre Royal business.</p> <p>Staff members receive an allocation of complimentary tickets for some performances at Theatre Royal for personal use only.</p>
<b>Pensions</b>	We offer a workplace pension in line with statutory requirements.
<b>Other Information</b>	There is a comprehensive staff handbook and induction plan with detailed information on policies, practices and working arrangements offered to all staff.

## Additional Information

Do you need a permit to work in the United Kingdom?

Do you have any condition or disability which may affect your ability to do the job, and/or require us to make reasonable adjustments? If so please include details.

## Benefits

22 days paid leave annually, plus bank holidays. With an additional day's holiday added for each full year (1 April – 31 March) of service, up to 5 additional days.

Discounted tickets and access to complimentary tickets to in-house productions and visiting shows subject to availability and conditions.

Access to priority booking and first-to-know notice of upcoming performances.

Continuous support and development supported by your line manager.

All staff tea and cake break for your birthday.

Varied range of regular socials and all staff gatherings throughout the year including our annual summer picnic, Christmas party plus ad hoc staff outings (previously these have included Abbeygate Cinema, Ickworth Park, Greene King Brewery tours)

Regular all staff training opportunities and strategy days.

A workplace pension and maternity leave in line with statutory requirements.

Internal team of Mental Health First Aiders, with access to partnered wellbeing services.

Expenses on any travel on behalf of the theatre (other than commuting).

Mobile phone allowance.

Opportunities to attend industry conferences and networking events to further your knowledge  
And learn from peers.

# References

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Please supply the name, address, phone number and email of two persons (other than relatives) from whom references can be obtained. If you have had previous employment, one of your referees should be your current or most recent employer. Please state if it is a personal or employer referee.



# BURY ST EDMUNDS - A GREAT PLACE TO LIVE



# Bury St Edmunds – A Great Place to Live

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Bury St Edmunds was named best place to live in the East of England by the Sunday Times in 2019. Surrounded by countryside with 1,000 years of history to explore, Bury St Edmunds is often described as ‘a jewel in the crown’ of Suffolk.

## Superb Schools

There are over 25 schools in Bury St Edmunds and the surrounding area, with 15 of those rated Outstanding or Good. West Suffolk College provides a huge array of further education opportunities and is one of the leading providers of apprenticeships in the country. Their partnerships with the University of Suffolk and The University of East Anglia also enable them to provide higher education diplomas and degrees.

## Food & Drink

You cannot talk about Bury St Edmunds without mentioning the incredible restaurant scene, which is jam-packed with eateries to suit all palettes and budgets. From Michelin-starred Pea Porridge and Thai-tapas at The Giggling Squid to wonderful breakfasts and brunches at Gastrono-Me and award-winning Mexican food at Amigos, Bury is full of unique independent eateries. The town is home to Greene King, the biggest brewer in the country, alongside micro-breweries The Old Cannon and The Brewshed.

## Surrounding Countryside

Beyond Bury St Edmunds you'll find acres of idyllic Suffolk countryside. Just a short drive away (or a brisk walk if you're feeling energetic!) are the stunning historic villages of Lavenham and Long Melford, each of which is home to quirky boutiques, cosy pubs, antique shops and unique galleries. Wildlife is thriving in Suffolk, with nature reserves across the region run by Suffolk Wildlife Trust, The National Trust and the RSPB. The county is well-known for its wild-swimming spots and the coast is only an hour away, with great beaches in Felixstowe, Lowestoft, Southwold and Aldeburgh.

## An Historic Market Town

Bury St Edmunds is home to over 200 retail outlets that line the picturesque historic streets. The town centre is home to the Arc shopping centre and several of your favourite big high street brands, as well as a selection of independent shops and boutiques selling everything from clothes to homeware and toys to souvenirs. The town has played host to a market for over 1,000 years and today you can visit on Wednesdays and Saturdays. Here you can purchase an all sorts of local produce, as well as plants, clothes and even Portuguese pottery. With over 80 stallholders on a Saturday, the market is not to be missed.

## Culture

Arts and culture are thriving in Bury St Edmunds! Theatre Royal, the UK's only remaining Regency playhouse, is surrounded by the stunning Cathedral and Abbey Gardens at the heart of the town. The Apex concert hall is home to a diverse programme of live music; from classical concerts to pop, rock, jazz, blues, world, country and folk. The town has three cinemas including Abbeygate Cinema, an independent cinema that dates back to the 1920s and screens all the latest blockbusters, as well as independent and arthouse films. Every summer our county hosts the Latitude music festival and the First Light Festival, which marks the first sunrise of the British midsummer with a weekend of unique performances and events under the solstice sun.

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BURY ST EDMUNDS

