

Criterion Theatre Trust



Currently seeking:

TRAINEE Box Office Assistant

Join the Box Office Team at the Criterion Theatre Trust.

We're currently looking for a Trainee Box Office Assistant to join our team. This is a fantastic opportunity to gain hands-on experience in a busy West End theatre and provide valuable support to our Box Office Management.

WELCOME TO THE CRITERION THEATRE TRUST



Thank you for your interest in joining The Criterion Theatre as a Trainee Box Office Assistant team member.

Since 1874, The Criterion has been at the heart of London's West End, a unique and historic venue that has welcomed audiences for generations. From our celebrated productions to our beautifully preserved auditorium, every guest experience begins before the curtain rises. For many visitors, the Box Office is their first point of contact, making it an important part of the warm and memorable experience we aim to provide.

As Managing Director of The Criterion Theatre Trust, I am incredibly proud of the welcoming, professional, and supportive environment we have created both on and off the stage. Our Box Office team plays a key role in ensuring every guest receives exceptional service, from purchasing their tickets to arriving at the theatre feeling excited and well looked after.

This role is more than just a first step in your career. It is an opportunity to become part of a theatre with a rich history, strong values, and a commitment to excellence. As a Trainee Box Office Assistant, you will receive guidance, support, and hands-on experience across ticketing operations, customer service, sales, and the daily running of our Box Office. We are committed to helping you develop the skills, knowledge, and confidence needed to build a successful career in theatre.

We are looking for individuals who are organised, approachable, and passionate about creating outstanding customer experiences. If you enjoy working with people, have excellent attention to detail, and are keen to learn in a fast-paced live theatre environment, this Trainee Box Office Assistant opportunity could be the perfect start to your career.

Welcome to The Criterion Theatre Trust.

Kind regards,
Fiona Callaghan
Managing
Director

ABOUT THE CRITERION

Nestled in the heart of London's West End, The Criterion Theatre has been a beacon of theatrical excellence since 1874. As custodians of this iconic space, The Criterion Trust is committed to preserving its rich legacy while ensuring it continues to inspire generations to come.

An Iconic West End Stage

- Located in the heart of Piccadilly Circus
- A Grade II* listed building with a unique underground auditorium with 590 seats and two bars
- A platform for bold new voices and acclaimed international work
- Home to long-running successes, from comedies to classics
- Committed to broadening engagement with the arts—through community outreach, education initiatives, and opportunities for emerging talent to develop and perform on the Criterion stage

Whether launching a debut play or hosting renowned productions, The Criterion remains one of London's most beloved venues.

OUR VISION

To be a celebrated centre of theatrical excellence, bringing unforgettable live performances to diverse audiences and nurturing a vibrant, inclusive community of theatre professionals.

OUR MISSION

To preserve and celebrate the rich heritage of the Criterion Theatre, while fostering artistic innovation and providing exceptional opportunities for talent development, audience engagement, and community connection.

OUR VALUES

Heritage | Excellence | Inclusivity | Creativity | Collaboration



WE ARE THE CRITERION THEATRE TRUST



THE TRUST

Founded in 1992, The Criterion Theatre Trust is a charitable organisation established to preserve the integrity and purpose of the historic Criterion Theatre. The Trust oversees the care, programming ethos, and long-term vision of this treasured West End venue.

Governed by a dedicated Board of Trustees, the Trust is responsible for the theatre's preservation, creative direction, and continued cultural relevance. Beyond maintaining the fabric of the building, the Trust is committed to enriching the wider arts landscape—championing community outreach, education initiatives, and providing opportunities for emerging talent to grow and perform on the Criterion stage.

All profits from theatre operations are reinvested into maintaining the building, improving sustainability, and supporting the Trust's wider engagement work, ensuring the Criterion remains a vibrant, accessible space for generations to come.

OUR ORGANISATION AND CULTURE

The Criterion Theatre Trust is a close-knit organisation with a dedicated team of around **40 employees** across all departments. We operate with a flat hierarchy that fosters open communication and collaboration at every level—from the Managing Director, through Departmental Heads and Deputy Heads, to Managers, Assistants, Trainees and our Front of House team.

This structure creates a supportive environment where ideas and feedback are encouraged, helping us maintain a positive and inclusive workplace culture that allows individuals to learn and grow. We support personal interests and offer opportunities for funded training to help our team develop their skills.

The Criterion is a vibrant and welcoming venue, regularly hosting new show runs and welcoming a diverse range of artists and visitors. We are committed to ensuring that everyone who comes through our doors feels included, valued, and part of our creative community. Sustainability is also a key priority for us, and we continually strive to reduce our environmental impact through responsible practices across all areas of our work.

We are also committed to fair and professional employment practices, adhering to the **SOLT/BECTU Agreement**, ensuring clear and equitable working standards for all. Our passionate team is united by a genuine appreciation for theatre and a shared desire to create memorable experiences for both artists and audiences.

Terms and Conditions

POST

Trainee Box Office Assistant

REPORTING INTO

Box Office Manager

CONTRACT TYPE

3 -month paid training placement

START DATE

October 2026

HOURS

30 hours per week, including a mix of some daytime and mostly evening shifts. 3 x 8 hours shifts and 1 x 6 hours shift.

LOCATION

Criterion Theatre, Piccadilly Circus, London

SALARY

£14.85 per hour

OTHER BENEFITS

- 20 days paid annual leave (pro rata) plus bank holidays
- Off-site and cross-department training opportunities
- Employee Assistance Programme – confidential wellbeing and mental health support
- Auto-enrolment pension contributions & salary sacrifice scheme
- Personalised career support and job application guidance upon completion

Application Process



APPLICATION

We're excited to welcome a new Trainee Box Office Assistant to our team!

To apply, please send:

- Your CV
- A short personal statement (about 300 words) telling us a little about yourself, why you're interested, what you can bring to the role, and what you hope to gain.

Email your application to: recruitment@criterion-theatre.co.uk with the subject line: Trainee Box Office Assistant Application– Your Name. **The closing date for applications is the 24th August 2026 at 11:59PM.**

INTERVIEWS

There will be a two-stage interview process, with first-round interviews taking place in the **first week of September 2026** and second stage interviews in the **second week of September 2026**.

START DATE

Beginning of October 2026 or as soon as possible.

If you have any questions or need this information in another format, please contact Aileen Zainiuddin via email aileen@criterion-theatre.co.uk or phone 020 7839 8811— we're happy to help.

We are proud to be an equal opportunities employer and committed to creating a welcoming, inclusive environment where everyone is treated with respect and fairness. We warmly encourage applications from people of all backgrounds and experiences.

JOB DESCRIPTION



ABOUT THE ROLE

The Criterion Theatre Trust welcomes thousands of visitors each year to our productions, as well as to a variety of other events including showcases, workshops and readings.

This training scheme is aimed at an individual who has an interest in a career in ticketing and box office operations of a theatre or arts venue. Relevant experience is not essential; the ideal candidate will be wishing to gather experience and knowledge to be able to progress in a career in ticketing.

You will learn how the box office department ensures the smooth running of the ticketing operation at the Criterion ensuring that all procedures are implemented effectively and efficiently ensuring high standards of customer service, accurate tickets sales and reporting. This includes liaising with external companies including producers, marketing, ticket agents, press and publicity along with all other departments in the theatre. This includes close relationships with finance, front of house management and team, Health and Safety, HR and backstage technical departments all of which contributes to ensure that our customer, company and other theatre users enjoy a safe, pleasant and enjoyable visit to the Criterion.

DURING YOUR TRAINING YOU WILL:

- Ensure safe working practices are adhered to at all times.
- Comply with Health & Safety regulations.
- Comply with all company policies and codes of practice including GDPR data protection.
- This three-month training scheme will involve on the job training working with our box office managers in a busy theatre environment. Work will include evening and weekends in which you will learn about the responsibilities of the box office operation.

- You will spend time working and shadowing other departments at the theatre including Front of House, and Finance to help you understand their roles and the part they play in ensuring the successful operation of the theatre's ticketing, sales and customer service.
- You will be trained on the Spektrix ticketing system along with office programmes including Excel, Word and Outlook. There will also be the opportunity to learn marketing emails on Dot Digital and our Access scheme integration with Nimbus
- You will learn how events are set up, how reports are automated, how offers are enabled, how data is processed and protected
- You will learn the responsibilities of the box office including reporting of figures and sales, processing group bookings, processing agency sales and queries via api integration, press and production ticketing requests, general customer queries and sales.
- You will observe production marketing meetings to learn the requirements of the box office from producers, marketing, digital marketing and press.
- You will get the opportunity to take part in short placements at other venues the Criterion has relationships with; to help understand how different venues operate their own box office systems.
- Taking on this post will involve commitment from the trainee - demonstrating an active interest in learning and making the most of the opportunities presented. Assessment reviews will be carried out at regular intervals.

At the end of your training, you will have:

- Experience in working in front line customer service in a busy box office environment
- Operations knowledge of a West End Theatre box office
- Detailed knowledge of Spektrix ticketing system and agency api access
- Knowledge of Dot Digital marketing email creation
- Confidence in dealing with the public, theatre professionals, producers, marketing and press
- Office & Admin Skills
- Fire Safety & Evacuation procedures experience
- Support in updating your CV, job applications and interview preparation



PERSON SPECIFICATION



Competency	Essential
Knowledge & Experience	• Interest in ticketing and box office operations; willingness to learn • Basic understanding of theatre or arts venue operations.
Communication Skills	• Ability to clearly communicate with diverse teams and public • Confident verbal and written communication; approachable and professional
Qualifications	• English language proficiency; eligible to work in the UK • Willingness to undertake training
Planning & Organisation	• Able to manage shifting priorities and schedules effectively • Punctual; reliable; good time management
Technical	• Basic IT literacy; willingness to engage with ticketing sales/reports • Comfortable with using POS, Microsoft Office or similar systems
Teamwork & Motivation	• Positive attitude; • Willing to work evenings/weekends • Works collaboratively; takes initiative in team settings
Values & Attitude	• Eagerness to learn; proactive in development opportunities • Genuine interest in the arts; openness to feedback; respect for diversity

OTHER INFORMATION



Our Commitment to Equality, Diversity & Inclusion (EDI)

The Criterion Theatre Trust is an equal opportunities employer. We are committed to fostering a culture where equality, diversity and inclusion are not only respected but actively celebrated. We believe that a wide range of lived experiences, voices and perspectives enriches our organisation and the work we do.

We particularly encourage applications from individuals who are underrepresented in the arts and cultural sector, including but not limited to: people from Global Majority backgrounds, people with disabilities, LGBTQIA+ communities, and those from underrepresented socio-economic backgrounds.

Recruitment and Selection

All recruitment and selection processes at the Criterion Theatre Trust are conducted in a fair, transparent, and inclusive manner. Our aim is to select the best candidate for the role based on merit, skills and potential, while ensuring no applicant is treated less favourably due to protected characteristics such as age, disability, gender identity, sexual orientation, race, religion or belief. Applications are anonymised wherever possible during the shortlisting stage, and we make reasonable adjustments to support applicants with access needs through every stage of the recruitment process.

London Living Wage Employer

We are proud to be a London Living Wage employer, committed to ensuring all our employees receive a fair and sustainable wage that reflects the true cost of living in London.



Right to Work in the UK

All applicants must have the legal right to work in the UK. You will be required to provide documentation confirming your eligibility before any offer of employment can be finalised. Unfortunately, we are unable to sponsor visa applications for this role.

Disclosure and Barring Service (DBS)

For certain roles, particularly those involving regular contact with children, young people or vulnerable adults, we are required to carry out a Disclosure and Barring Service (DBS) check. Where this is a requirement of the role, it will be clearly stated in the job description or person specification. Any offer of employment for such roles will be subject to a satisfactory DBS check.

Find Out More

To learn more about the Criterion Theatre, our values, our current productions, and the history of our venue, please visit our website:

<https://www.criterion-theatre.co.uk/>

Thank you for your interest

Becoming part of The Criterion Trust means joining a legacy. It means shaping the stage where stories come alive – stories that uplift, challenge, and connect. If this excites you, we'd love to hear from you.