



Box Office & Bar Assistant

Pavilion Theatre is seeking applications to join our team in the following position:

Job title	Box Office & Bar Assistant
Reporting to	Box Office Supervisor, General Manager
Takes direction from	Executive Director, Marketing & Communications Director
Works with	Box Office Supervisor, Marketing Department, Customers, Front-of-House Team
Responsible for	Help to deliver seamless ticketing and event experiences for our audiences
Location	Pavilion Theatre, Marine Road, Dún Laoghaire, Co. Dublin
Terms	25 hours per week with availability to work daytimes, evenings and weekend shifts as per roster and shifts will be assigned to Box Office or Bar, as required

About Pavilion Theatre

Located in the picturesque seaside town of Dún Laoghaire since 2000, Pavilion Theatre has established itself as a cultural hive of activity for thousands of visitors each year. Serving a 324-seat theatre, our dedicated and hardworking team of 7 full-time and several dedicated and valuable part-time staff, supported by a team of dynamic volunteers, make every effort to ensure a high standard of art and culture is presented to our audiences. This includes the very best Irish and international work across theatre, cinema, literary, dance, comedy and music. A hub of culture for the Dún Laoghaire area since 1903, Pavilion Theatre reflects on the successes of the past with the aim of continually improving its service and dedication to the arts, artists, and to each and every visitor that walks through its doors.

Position Profile

As a Box Office & Bar Assistant at Pavilion Theatre, you will help create the welcoming atmosphere that defines the theatre. Working across ticketing, bar operations, and front-of-house support, you will play an essential role in delivering seamless event experiences for our audiences and visiting companies. This role suits someone who thrives in a dynamic environment and enjoys balancing customer interaction with operational responsibility.

Key Responsibilities

Key responsibilities include, but are not limited to:

Box Office Sales and Customer Service

- To process ticket sales using Ticketsolve, Pavilion Theatre's computerised ticketing system; this includes telephone, online and over the counter interactions
- To process bar sales using Pavilion Theatre's till system, taking money and issuing change, maintaining a high level of accuracy and security with all cash handling procedures
- To actively maintain and encourage a high standard of professional customer service. This requires using active communication and engagement with customers, and using one's initiative to find solutions to any problems that arise
- To upsell and provide Box Office and Bar recommendations to customers based on any preferences they mention
- To follow Pavilion Theatre's policies and procedures in a consistent and productive way
- To efficiently input data on Ticketsolve, ensuring constant attention to detail on data entry

- To maintain an up-to-date knowledge about Pavilion Theatre's full programme of events and to answer questions in response to enquiries about shows and the theatre
- To support customers with accessibility requirements, either over the phone or in person, and to communicate these requirements to the Front of House Duty Manager before show time
- To report any Ticketsolve, IT, Security and Health and Safety incidents immediately to the relevant department and to follow up the solutions in a timely manner
- To manage the punctual opening and closing of Box Office and the Bar and ensure this is adhered to
- To process, take and encourage orders for our interval order facility and prepare these orders efficiently and accurately
- To assist at private functions and at other points of sale when necessary
- To use Pavilion Theatre's walkie talkie system during showtime as an effective means of communicating relevant and immediate information to the FOH Duty Manager

Administration

- To assist with opening and closing of Box Office/Bar, including preparation of cash takings and reconciling reports
- Updating seating charts and event information for the venue
- To assist with any administration/tasks related to Box Office, Bar, Front of House or Marketing that may be reasonably required
- To maintain the data on spreadsheets used regularly at Box Office, for example, guestlists and show information
- To update the website with appropriate and relevant information and recommendations
- To communicate with incoming companies about their guest list needs and to manage this list during show time
- To respond to all correspondence, both internally and externally in a timely manner

Bar Responsibilities (during Bar shift periods only)

- To ensure the Bar environment is welcoming, presentable, and safe at all times
- To ensure daily checks and opening and closing procedures are carried out as instructed and that all hygiene, health and safety procedures are followed
- To set up and clean the tables and counter, use the dishwasher, and put away clean crockery, cutlery and equipment
- To assist in keeping the bar, front-of-house, and toilets clean and tidy at all times
- To inform the Duty Manager and General Manager, in advance, when stock is starting to run low at the bar
- To follow the Change Order policy and order note and coin change for both the Bar and Box Office when needed
- Occasionally assist with monthly stocktakes
- To maintain a professional and honest approach to all handling and management of stock and cash
- To research any new ideas or suggestions that might allow the bar to increase efficiency, and present this research to the General Manager

General Tasks

- To be fully informed and proactive in the marketing of Pavilion Theatre's events and services, looking to create sales opportunities whenever possible
- To ensure a high standard of communication between the General Manager, Marketing, Director and Technical Departments. Any calls, feedback and messages should be accurately and efficiently communicated with all departments.

- Using one's own initiative to solve problems while on shift and calling for assistance when required. The line manager should be made aware of any incidents/issues that need to be included in the reports
- To replenish the marketing materials (posters and flyers) and Book Swap shelves in Pavilion Theatre and ensure that the Box Office and foyer areas are always presentable
- To assist in the event of an evacuation or other health and safety issues

The above list details in a broad way the duties to be performed by the Box Office Assistant. It is not an exhaustive or definite list and other duties may be assigned by the General Manager or Executive Director.

Expectations & Person Specification

- Excellent positive, efficient, and courteous verbal and written communication skills
- A high level of attention to detail in all facets of your work
- A high work ethic and use of initiative within the role
- A high standard of cleanliness and hygiene and to follow Pavilion Theatre's Dress Code
- Problem-solving attitude
- Ability to work under pressure
- Excellent cash handling skills
- Availability to work daytimes, evenings and weekend shifts as per roster
- Fluent spoken and written English
- Experience in ticketing or Box Office operations is desirable; however, candidates with strong customer service experience are encouraged to apply. Full training will be provided.

Pavilion Theatre is committed to creating a diverse environment and is proud to be an equal opportunity employer. [Our Equality, Diversity & Inclusion Policy can be found here.](#)

Application process

To apply for this position, please send a CV detailing your experiences (with references) and a cover letter telling us:

1. Why you think you would be the most suitable candidate for this role
2. Outlining your most relevant experience to support your suitability
3. Names and positions of two referees relevant to your application

Applications must be submitted to:

Niall Gomes O'Connell

General Manager

niall@paviliontheatre.ie

Closing date for applications: 5pm, Sunday 8 March 2026

Interviews will take place the week of 9 March 2026

No correspondence can be entered into during the process of application or selection.

This job description reflects the core duties and responsibilities of the post when advertised. As the theatre develops, there will inevitably be some changes to duties and responsibilities. We expect the successful applicant will recognise this and will adopt a flexible approach to work, which may include undertaking additional training. Pavilion Theatre is a Company Limited by Guarantee and a Charity which is governed by a Board of Directors / Trustees.