

Box Office Assistant

Solstice Arts Centre and Swift Cultural Centre are seeking applications for the position of Box Office Assistant. This role would suit someone with a strong interest in the arts and theatre, who enjoys working with the public in a dynamic cultural environment. The successful candidate will play a key role in the efficient day-to-day operation of the box office, ticketing system, gift shop, tourism information area, and daily financial reporting across the box office, café and bar. The role also involves running both daytime and evening events and staff supervision. The position reports directly to the Operations Manager.

Key Responsibilities

- Assisting customers in person and over the phone.
- Managing ticket sales and accurately uploading events to Ticketsolve.
- Working closely with the Marketing team to promote upcoming events.
- Supporting the needs of visiting artists and performers.
- Ensuring all technical and box office equipment is functioning properly.
- Maintaining awareness of health & safety procedures and data protection standards.
- Reconciling daily cash floats and takings for the box office, café and bar, and completing accurate end-of-day reports.
- Processing and managing change requests.
- Using computer systems confidently and adapting to new software when required.
- Working effectively with Microsoft Word, Outlook, and Excel.
- Taking a proactive approach to customer service, troubleshooting, and problem-solving.
- Running events and supervising front-of-house staff.
- Engaging positively with members of the public and delivering excellent customer experiences.
- Managing workloads effectively and prioritising tasks efficiently.
- Demonstrating accuracy in financial and numerical tasks.
- Showing initiative, flexibility and resourcefulness in a busy environment.

Contract Details

- Minimum 25 hours per week.
- Work is scheduled across a 7-day rota and will include daytime and evening shifts, depending on the programme of events.

Application Process

Applications should be submitted by email to Louise Kirwan at louise.kirwan@solsticeartscentre.ie and must include:

- A detailed CV outlining relevant experience.
- A cover letter explaining your suitability for the role and the skills and experience you would bring.

Closing Date

Applications must be received by 1pm on Friday 26 June 2026.

Interviews

Interviews are scheduled for Wednesday 1st July 2026. Candidates shortlisted for interview should ensure they are available on this date.