Ticketing Manager



February 2018

Job Description

Person Specification

**G Live** is one 12 venues within HQ Theatres & Hospitality’s (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK’s second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford’s business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

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| **Employment type:** | Full Time |
| **Salary:** | Circa £22,000 per annum, dependent on experience |
| **Hours:** | 40 hours per week, with some flexibility of working times, in line with requirements of the job. This may include evenings, weekends and bank holidays. |
| **Work location:** | You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed. |
| **Purpose of the role:** | The Ticketing Manager has responsibility for managing the Ticketing Team and all aspects of G Live’s ticketing services including the back office administration of the ticketing system, telephone system and the processes that support ticket sales on behalf of the venue and event promoters.  The Ticketing Manager contributes to the success of the venue, and the achievement of business and service targets, through the supervision and delivery of the highest possible standards of service and customer care for ticketing services. |
| **Our ideal candidate:** | Will be a capable team leader with excellent venue box office experience, the ability to deal with demanding partners, exemplary customer service skills and a great eye for detail.  This role is an exciting opportunity for someone with demonstrable professional experience. |
| **For an informal discussion contact:** | Sally Anne Lowe, Marketing & Sales Manager 01483 739045 [salowe@glive.co.uk](mailto:salowe@glive.co.uk) |
| **Closing date:** | 12 noon, Tuesday 27 March 2018 |
| **How to apply:** | Complete the HQ Application Form available at glive.co.uk and submit with a covering letter to [salowe@glive.co.uk](mailto:salowe@glive.co.uk) Tell us why you think you are suited to this role, why it interests you and how we’ll benefit from having you on board! Enclose a CV too if you wish, but please complete the form. |

## REPORTING

You will report to the Marketing & Sales Manager.

**KEY ACCOUNTABILITIES**

Key Accountabilities of the Post are to:

1. With other colleagues, contribution as required to the achievement of G Live’s annual business plan, marketing targets and objectives, with particular reference to achievement of ticketing and hospitality sales targets for ticketed events.
2. Responsibility for managing all administrative ticketing processes to ensure events are put on sale in a timely and accurate manner including liaising with event promoters and external ticket agents.
3. Responsibility for running and distributing consistent and accurate ticketing reports for internal and external use in appropriate formats.
4. Responsibility for maximising sales revenues through the efficient and effective sale of tickets, including on-selling and upselling, and ensuring that all ticketing staff understand the business goals and targets.
5. Responsibility for ensuring that all sales channels are accessible and fully optimised including via telephone, internet and in person at the ticketing counter.
6. Responsibility for the effective rotas and supervision of ticketing staff in the delivery of front of house services and box office ticketing
7. To support the Front of House Manager in the development and implementation of service standards and all safety procedures, systems and security aspects of the venue’s front of house operation.
8. Responsibility for implementing cash handling procedures and the banking and reconciliation of all ticketing.
9. Responsibility for managing the day to day operation credit / debit card processing system and procedures.
10. In liaison with the Marketing Officer responsibility for the effective management of the ticketing database and routine housekeeping of the ticketing system.
11. In liaison with the Marketing Officer responsibility for configuration of the ticketing system for new users and the effective ‘backing up’ of the ticketing database.
12. Responsible for the training of ticketing assistants in the delivery of ticketing services
13. Support of the Marketing team in the delivery of marketing campaigns and ticketing promotion initiatives.
14. Contribution as appropriate to achievement by the marketing team and hospitality team of customer service targets and standards as agreed.
15. As from time to time directed by the Front of House Manager, other related duties and responsibilities as required including occasional Duty Management shifts.
16. Have the ability and willingness to work not only during the weekday daytimes, but also, as required, at weekends, and on Bank Holidays

OTHER TERMS OF EMPLOYMENT

1. The Post holder will dress in accordance with the G Live dress policy.
2. The post holder agrees to undertake any relevant training and development that may be required
3. Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
4. This Job Description is current at the date shown above but in consultation between post holder and the Marketing Manager, may be subject to variation to reflect or anticipate changes in or to the job, so as to meet G Live’s business needs.

**PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

ESSENTIAL

• Experience of managing or supervising a team of ticketing assistants in a venue.

• A passion for delivering excellent customer services.

• Evidence of high-level organisational ability and administrative experience with the ability to prioritise tasks

• The ability to perform well as part of a team and take on a lead role in projects as required.

• Literacy, computer literacy and numeracy appropriate to the requirements of the Post.

• High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues including promoters and ticket agencies.

• Experience of using point of sale and/or entertainment ticketing computer systems.

• Experience of cash handling, banking and implementing cash handling procedures.

• An ability to be flexible to business need and work calmly and effectively under pressure

• Ambition and drive with the ability to learn quickly.

• A pro-active, flexible and positive approach to solving problems in a prompt and independent manner.

• A good sense of humour

• Available to work evenings, weekends and Bank Holidays as and when required on a rota shift basis

DESIRABLE

• Experience of Audience View box office ticketing system would be an advantage but not essential as training can be given

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