Ticketing Assistant



May 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 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:** | £16,910 per annum, |
| **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:** | To be part of our lively ticketing team, taking bookings for shows and events, answering telephones, and dealing with customer enquiries. |
| **Our ideal candidate:** | Will be a reliable, confident communicator, with a passion for delivering excellent customer service. You will have great attention to detail and, ideally, a love of live entertainment. |
| **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, Thursday 24 May, 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 Ticketing Manager.

**ACCOUNTABILITIES**

• Effective contribution to G Live’s box office ticketing service including taking bookings for shows and events, answering telephones, and dealing with customer enquiries.

• Responsibility for operating appropriate cash handling procedures including processing cash, cheque and credit/debit card sales for front of house, hospitality and ticketing sales.

• Use and maintenance of the ticketing database and routine housekeeping of the ticketing system.

• In liaison with the Marketing team assist in the delivery of marketing campaigns and ticketing promotion initiatives.

• With other Front of House and Marketing 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.

**OTHER DUTIES AND RESPONSIBILITIES**

• The post holder will dress in accordance with G Live Dress Code.

• Any other duties as required from time to time, taking into consideration the grade of the post and the capabilities of the post holder, as required by the Ticketing Manager.

• Willingness to undertake appropriate training and development as required.

**PERSON SPECIFICATION**

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

**ESSENTIAL**

* A passion for delivering excellent customer services
* The ability to perform well as part of a team
* Evidence of confident computer literacy and high level numeracy and literacy appropriate to the requirements of the post (GCSEs grade C and above required in Maths and English)
* High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues
* Experience of using point of sale and/or entertainment ticketing computer systems
* Experience of cash handling, banking and implementing cash handling procedures
* Ability to be flexible according to business need and work calmly and effectively under pressure
* Ability to work evenings, weekends and Bank Holidays as required on a shift rota basis

**DESIRABLE**

* Experience of box office ticketing systems or sales in a retail environment

* Experience in the service/retail industry