

Casual Ticketing Assistant



Job Description Person Specification

September 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

G Live is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

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.

- Employment type:** Casual
- Salary:** £8.91 per hour
- Hours:** Evenings, Monday - Saturday
- Work location:** You will be based at G Live, Guildford
- Purpose of the role:** The Ticketing Assistant contributes to the commercial success of G Live through the delivery of the highest possible standards of service and customer care. This post also supports the Marketing department with effective delivery of box office ticketing services and supporting marketing activity.
- Our ideal candidate:** A confident individual that excels in customer service and has an interest in the live arts sector.
- For an informal discussion contact:** Mark O'Leary, Sales & Customer Engagement Manager
moleary@glive.co.uk
- Closing date:** Ongoing
- How to apply:** Send your CV and a covering letter to applications@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!

REPORTING

You will report directly to the Sales & Customer Engagement Manager

KEY ACCOUNTABILITIES

Strategic

- 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.

Operations

- Effective contribution to G Live's box office ticketing service including dealing with customer enquiries and assisting with ticketing issues

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

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

Experience

- Experience of working in a customer facing environment

Skills

- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude when problem solving.
- A positive and flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner as a representative of G Live
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

Desirable

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