

Assistant Ticketing Manager



Job Description
Person Specification

February 2020

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. Featuring a diverse year-round programme of shows including comedy, classical and contemporary music and family shows in particular, it is recognised as Guildford's premier live entertainment venue.

Employment type: Full time

Salary: £20,000 p.a.

Hours: 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at G Live, Guildford but may be required to travel to and work at other HQT&H venues or training courses. Approved travel expenses will be reimbursed.

Purpose of the role: The Assistant Ticketing Manager acts as a deputy to the Ticketing Manager, overseeing day to day ticket sales, show setup and customer service activity.

Our ideal candidate: Will have exemplary customer service experience, ideally in a theatre or performance venue; as well as great attention to detail, be confident in leading a team and have excellent IT skills.

For an informal discussion contact: Mark O'Leary
01483 739040 email: moleary@glive.co.uk

Closing date: Midday, Thursday 12th March 2020

How to apply: Please complete the application form on our website - GLive.co.uk – and send with 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 joining the team!

REPORTING

You will report directly to the Ticketing Manager.

You will be responsible for overseeing, but not line managing, the ticketing team.

KEY ACCOUNTABILITIES

- Effective management of, and participation in, G Live's Ticket Desk service including taking bookings for shows and events, answering 'phones, and dealing with customer enquiries and problem solving.
- Supporting the Ticketing Manager to put events and shows on sale in a timely and accurate manner, including liaising with internal colleagues, event promoters, hirers and external ticket agents.
- Supporting the Ticketing Manager in running and distributing consistent and accurate ticketing reports for internal and external use.
- Deputising for the Ticketing Manager in his/her absence.
- Responsibility for operating appropriate cash handling procedures including processing cash, cheque and credit/debit card sales for front of house, hospitality and ticketing sales.
- Contributing towards the maximisation of sales revenues through the efficient and effective sales of tickets, including cross-selling and upselling.
- Contribution as appropriate 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.
- Representing the Ticketing department at internal meetings as required.
- Responsibility for the effective 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 ticketing promotion initiatives.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role at the request of the Marketing and Sales Manager or Ticketing Manager.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take at meetings as required.

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

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- Experience of team supervision
- Experience of cash handling, banking and implementing cash handling procedures

Skills

- High level of literacy, computer literacy and numeracy appropriate to the requirements of the post
- Confidence in using point of sale and/or entertainment ticketing computer systems
- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues
- Excellent attention to detail

Attitude

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers
- Ability to work calmly and effectively under pressure
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Excellent interpersonal skills, and the ability to perform well as part of a team

Desirable

- Venue ticketing or box office experience
- Experience using AudienceView and/or similar ticketing software