



JOB DESCRIPTION

Job Title:	Ticketing Assistant (x 2)
Responsible to:	Assistant Ticketing Manager
Department:	Marketing
External Contacts:	Promoters and Venue Hirers, Ticket Agents, Tessitura Software Suppliers, Web Agency, Other System Providers, Ticket Stock Suppliers, other service providers

About the Roundhouse

The Roundhouse is a hub of inspiration where artists and emerging talent create extraordinary work and where young people can grow creatively as individuals. We do this because we believe creativity gives us freedom, hope and has the power to transform.

MAIN PURPOSE OF POSITION

To contribute to the ongoing development of the Roundhouse's ticketing and customer service offer and champion the ways the ticketing team can contribute to achieving the Roundhouse's business objectives.

You will be responsible for responding to customer queries, processing orders and troubleshooting issues via a variety of communication channels (phone, email, social media and in person), ensuring a high level of customer service and efficiency are delivered at all times.

DUTIES & RESPONSIBILITIES

The Ticketing Assistant will:

- In collaboration with other internal departments, act as the first point of contact for customer interactions by responding to customer queries, processing orders and troubleshooting issues via a variety of communication channels, including via phone, email, social media and in person.
- Seek to increase sales by effectively managing event inventory, achieved through regular reporting and efficient release of holds.
- Alongside the Assistant Ticketing Manager and Ticketing Coordinator, act as a point of contact for the ticketing needs of all clients (internal stakeholders, external promoters, ticket agents, record labels etc.) to ensure we offer a first class, efficient service at all times.
- Support the Assistant Ticketing Manager in ensuring that all internal departments are kept fully updated on events going on-sale, changes to events already on sale and any customer service issues in order to offer first class experience to all visitors.
- Assist with the management of internal guest lists, including administration of the staff benefit scheme.

- When required, support the Assistant Ticketing Manager and Ticketing Coordinator in the setup, configuration and maintenance of bookable events in Tessitura and set up appropriate reporting structures.
- Champion the way we collect customer data through all sales channels to ensure cleanliness, accuracy and consistency, as well as compliance with GDPR.
- Demonstrate an interest in developing the ways in which Ticketing at the Roundhouse can contribute to the business plan, with respect to financial sustainability, commercial opportunity, data usage and diversity, and champion the ways ticketing can contribute to putting young people at the heart of everything we do.

General

- To be committed to putting young people at the heart of everything we do
- To promote and comply with current legislation and the Roundhouses policies on Equality, Diversity and Health & Safety both in the delivery of services and the treatment of others.
- To promote, develop and comply with our policies and practices to lessen the environmental impact of the Roundhouse
- To be responsible for identifying and undertaking training and personal development to meet business needs.
- To undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of the Roundhouse.

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes

PERSON SPECIFICATION

Essential

- Excellent organisational skills and the ability to manage multiple priorities and meet deadlines in an often pressured environment
- Experience of working in a customer service environment, possessing strong communication skills both verbally and in writing
- Ability to champion the customer experience in relation to all ticket selling channels and troubleshoot problems to resolution

Desirable

- Experience of working within a busy ticketing function in an arts or leisure environment
- Knowledge of box office systems, or strong willingness to learn – preferably Tessitura - and MS Office (Outlook, Word, Excel)
- An interest in the arts – preferably music - and arts audiences.
- Experience of delivering sales targets
- Confident user of digital channels

Conditions

Contract

Fixed Term

Hours	An average of 30 hours per week across 7 days with a varying shift pattern structured to suit the needs of the business.
Annual Leave	The annual leave period runs from April to March and you will be entitled to 19 days holiday per year plus Bank Holidays
Notice Period	6 weeks