



TICKETING MANAGER

JOB DESCRIPTION

ADMINISTRATION & FINANCE

- To assist in providing dedicated account handler services to allocated clients & productions.
- To programme client events into the ticketing system with accuracy and to follow procedures for checking setup to ensure data is correct and standardised, including checking physical seating plans in site specific or new venues.
- In liaison with marketing teams, venues, producers & designers, create briefing summaries for website, agents, on site box office & pop up booths.
- To activate sales deals as directed by the Head of Sales and Ticketing.
- Establish a clear process for the management of tech holds, house seats comps & company tickets in liaison with BO Managers & producers.
- To produce all work to a high standard of accuracy, with particular reference to the configuration of financial values.
- To work with venues and producers on shows sold via Boomerang Pro portal and ensure their finances are settled efficiently and to a high standard of accuracy.
- Work with the Operations Manager & finance team to drive expedient weekly settlements with all third party vendors.
- To produce sales reports & provide sales intelligence at weekly marketing meetings.

SHOW MANAGEMENT

- Provide support to the Duty ticketing team on all 1st previews, press events, galas & media performances for your allocated clients.
- Conduct staff briefings with Box Office Manager(s) regarding any new client production or ticketing agreement, ensuring they are provided with accurate & sufficient information to further brief the customer & sales teams.

THIRD PARTY RELATIONSHIPS

- Assist the Head of Sales and Ticketing in maintaining positive relationships with ticketing agents to ensure revenue & the event profile is maximised for each performance.
- As requested by KX Tickets directors and the Head of Sales and Ticketing generate collaborative relationships with new producers to generate increased inventory for KX Tickets & increase revenue.
- Liaise with external venues on Boomerang Pro projects and ensure we build and maintain healthy relationships for future projects and to minimise disruption
- Liaison with the marketing agency & press associate re sales initiatives, press events, VIPs & customer data
- Liaison with the design agency re website, microsite & transactional email copy & design.

CUSTOMERS

- In liaison with the marketing agency, venue team and producers ensure all pre & post visit email communication is accurate & current, including any agreed sales incentives, key messaging & venue information.
- Management of transactional & customer information
- Ensure relevant venue resources, guides & info updates are disseminated to agents & bookers via email, post & in person at the Box Offices.

GENERAL

- Undertaking other duties as reasonably required

PERSON SPECIFICATION

REQUIRED:

- Experience of managing a dynamic seating plan to maximise house potential
- Understanding of sales reporting & data analysis
- Experience of managing a ticketing system
- An organised, flexible approach to day to day responsibilities

- A creative and resourceful approach to problem solving
- Collaborative & communicative in all activity
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Exemplary communication skills

DESIRABLE:

- Nliven ticketing system or similar programs
- Experience of account management
- Understanding & experience of contributing to a marketing strategy
- Valid First Aid qualification
- Understanding of Employment Law best practice
- Interest in theatre & the arts

TERMS

- Reports to: Head of Sales and Ticketing
- Permanent, full time
- Monday to Friday 10am – 6pm with evening, weekend & Bank Holiday working as required (time off in lieu will be provided)
- 6 weeks notice period
- Salary 32k