

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title**  | Ticketing Manager Bradford Live |
| **Reports to**  | Head of Operations |
| **Responsible for**  | Casual Team Members |
| **Hours**  |  40 |
| **Contract**  |  Permanent |
| **Annual Leave**  | 33 days per annum, inclusive of public bank holidays  |
| **Salary**  | £28,000  |
| **Location**  | Bradford |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE.  We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future.  There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT BRADFORD LIVE

Be part of a unique venue in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.

Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.

ABOUT THIS ROLE

The Bradford Live Team is looking for a motivated and enthusiastic Ticketing Manager who will lead the casual venue ticketing team ensuring an efficient and smooth box office service, focused on ticket sales and customer enquiry services, both in person and via telephone, including liaising with ticket agencies and promoters. Supporting the Venue Management Team with robust use of the box office customer database and insights to promote audience development, maximizing sales and building the brand of the venue hospitality.

KEY RESPONSIBILITIES

* Demonstrable experience of working as a box office/ticketing sales advisor or in a role with supervisor or managerial responsibilities within an entertainment or customer service environment
* Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries
* Excellent communication skills and a good telephone manner
* Proven ability to respond positively to a pressurised environment and adopt a positive approach to problem solving
* Provide training for box office staff, both at induction and on a rolling basis to ensure the highest customer service standards are maintained at all times, giving a warm and welcoming environment to all customers
* Work closely with the Venue Marketing Team to maximise efficiency and effectiveness of all promotional and marketing activity
* To provide accurate sales reports and figures to promoters and to be able to set up scheduled reports, as required
* Manage ticket requests from promoters, charities, promotions and the membership scheme
* Undertake monthly checks of the auditorium seats to ensure all are in a saleable condition
* To manage all administrative ticketing processes to ensure events are put on sale in a timely manner, and with accuracy, including liaising with producers, event promoters, hirers and external agencies
* To motivate, train, supervise, and line manage venue-based ticketing staff, and to ensure the venue Box Office is adequately staffed at all times in line with business needs
* To take overall responsibility for ensuring that customer data, confidential records and financial records within the department are always stored and shared confidentially (and in line with data protection, privacy, PCI compliance and other policies and legislation)
* To maximise sales revenues through the efficient and effective sale of tickets and through the on-selling and upselling of, memberships, hospitality offers, events and other items as required.

ABOUT YOU

A professional with experience in entertainment and or customer service environment, you’ll be a self-motivated, engaging and dynamic leader.

Commercially savvy, enthusiastic and capable of influencing others (including senior members of the TE team and third-party producer clients) you’ll be energetic, proactive, results-focussed and creative in your approach.

You’ll be resilient, able to communicate clearly and excellent at forming working relationships with others.

Trafalgar Entertainment is an equal opportunity employer.