

KEY INFORMATION

Role Title	Ticketing Assistant (zero-hour)
Reports to	Customer Experience Manager (Ticketing)
Hours	Flexible
Contract	Zero-hour
Salary	£12.21 per hour
Location	G Live, Guildford

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 THIS ROLE

Ticketing Assistants are vital to the success of our business. Here at G Live, it is an exciting, fast-paced environment with a variety of shows, plays, music and comedy, as well as some community productions. We also host events including conferences, party nights, ticket dining events, and corporate functions.

Trafalgar Entertainment connects people through creative, innovative experiences by providing inspiring entertainment for everyone for life. At G Live, we are now recruiting for a **Zero-hour Ticketing Assistant**. Shifts are flexible/variable and include evenings, weekends, and holidays.

As the postholder, you are responsible for:

- Support the central ticketing operations and customer contact centre teams to maximise customer and promoter confidence and achieve income targets.
- Act as a ticketing point of contact for promoters, customers and venue management colleagues, both in advance and during events at G Live, working within G Lives GDPR guidelines.
- Commit to working weekends and bank holidays as required, to support customer ticketing needs at events.
- Provide excellent customer service, and deliver the venue's core values of creativity, collaboration, excellence, and respect.
- Support the administration and in venue relationships with customers who are part of our membership schemes such as Friends', Schools, Concert Subscriber Programmes, Group

Bookings, and other loyalty and retention programmes, alongside other members of the ticketing and marketing teams.

- When required, support the Venue Marketing Executive in the delivery of the venue marketing campaign, ensuring that in-venue signage, print and posters are relevant and up-to-date, and that marketing collateral is delivered and distributed throughout the local community.
- Support the ticketing and marketing needs of colleagues across the organisation, including Creative Learning and Hospitality.
- Understand and actively contribute towards meeting the venue's sustainability ambitions.
- Attend community and promotional events as required, acting as an ambassador for G Live.
- Undertake training and development as deemed appropriate by the Assistant Customer Experience Manager (Ticketing), keeping apprised of developments in field of expertise.
- Carry out any other duties appropriate to the post and as requested by the Customer Experience Management team

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. 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.

ABOUT YOU

You'll be confident, outgoing and passionate about the arts and entertainment. Be pro-active and open to learning new skills, processes and commercially savvy. Be passionate about delivering excellent customer experience.

PERFORMANCE MEASURES

Essential

- A good team player.
- Excellent written and verbal communication and customer service skills.
- An interest in working in a live entertainment environment.
- Confidence and an ability to respond positively to a pressurised environment, adopt a positive approach to problem solving and a desire to go above and beyond to assist all customers.
- The aptitude and an interest in developing a practical knowledge of a ticketing system.
- A flexible attitude and willing to work to meet programming requirements, including evenings, weekends and banks holidays as required.
- A willingness to undertake developmental opportunities.

Desirable

- Experience of venue/destination ticketing or marketing.
- Experience of working with a ticketing system.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

For more information about Trafalgar Entertainment and **G Live** please see <https://glive.co.uk>.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.