

Job Description

Position: Ticketing Manager
Reporting to: Head of Sales and Ticketing

Job function: The Ticketing Manager will be part of a core team of sales and ticketing staff who will manage, maintain and maximise sales and revenue for productions in our theatres.

Responsibilities:

- Manage, maintain and maximise sales and revenue for all shows
- To develop and maintain an excellent knowledge of a particular venue, whilst having a working knowledge of all of the other company venues, with a flexible approach to work where needed
- To work closely with the Box Office Supervisors and Inventory Management to maximise sales and revenue at all times
- Devise and implement sales strategy for productions alongside Inventory Management
- Liaise with producers and marketing agencies as required.
- Attend sales and marketing meetings as required
- Assist with Inventory Management and Ticketing Systems with the setup of new events and offers
- Check and sign off new events and offers
- To use ENTA ticketing system to accurately sell tickets
- To use ENTA ticketing system and other data and sales reporting software to provide accurate sales reports for internal or external circulation as required
- To provide all relevant production information to the Box Office, Customer Service Centre and Theatre Management
- Repricing of performances with Inventory Management to maximise sales and revenue
- To manage advance agents sales
- Liaise with ticket agents and manage API access and allocations to facilitate sales, whilst maintaining a positive relationship
- To work in the box office on special events (with the Box Office Supervisor).
- To review and monitor box office structures and procedures
- To perform all other reasonable tasks on request

- To represent the company in a professional manner at all times
- To ensure compliance with GDPR and other applicable legislation and regulation related to personal data
- To be aware of the Health and Safety of other staff at all times
- To undertake training via the Hub or in person on an ongoing basis

Skills:

- A comprehensive working knowledge of West End theatre / entertainment industry
- Experience of management within a ticketing environment
- Highly motivated, organised and pro-active individual
- Excellent numerical skills
- A team player with excellent interpersonal and relationship management skills
- Computer literate with a good working knowledge of Microsoft Office
- Knowledge of ENTA and ideally different ticketing systems
- Attention to detail
- Problem solving
- Good analytical skills
- Ability to prioritise workload and react to an ever changing environment and pace