

Deputy Ticketing Systems Manager

The role will be based at Mackintosh House, 39-45 Shaftesbury Avenue, W1D 6LA reporting to the Ticketing Systems Manager.

The normal working hours are Monday to Friday 10am – 6pm with 1 hour for lunch, however must be willing to work additional hours as and when required as determined by the needs of the business.

Job Function:

- Responsible for the efficient operation of the DMT Ticketing System across two Databases, in conjunction with the Ticketing Systems Manager.
- To deputise for the Ticketing Systems Manager as and when required.
- Ensuring the efficient operation of the DMT Ticketing Website.
- Ensuring the ticketing requirements of both external producers and internal departments are met.
- Liaising with Marketing Staff regarding ongoing development of the DMT Ticketing Website.
- Liaising with Sales, Ticketing and Box Office Staff to ensure all ticketing for events is completed and managed accordingly.
- Liaising with the Finance Department to ensure all ticketing aspects meet financial requirements and obligations.
- Working alongside the IT Department to ensure the ticketing system and website functions accordingly.
- Working in conjunction with the external parties that provide the software.
- Liaison with other Ticketing Companies and Agency's as the business requires.

Specific Responsibilities:

- Event creation and setup in the ticketing system.
- Set up & Amendment of Links, Discounts and Packages.
- Day to Day running of the database.
- The running of our web ticketing platform.
- Reconciliation of payments.
- Ensuring the ticketing systems meets legal requirements such as GDPR & is also PCI compliant

Additional Responsibilities:

- Training of staff for ongoing usage of the ticketing systems and website.
- Creating and maintaining training manuals.
- Assist with testing new versions of the database and website

Skills / Experiences required:

- Knowledge and understanding of Box Office and Ticketing Operations in a Theatre environment.
- Knowledge of the ENTA Ticketing System or another box office ticketing system.
- Good level of numeracy and accuracy.
- Attention to detail & problem solving.
- Good communication skills.
- Pro-active approach, willingness to learn.
- Ability to meet deadlines.
- Knowledge of Worldpay software.
- Knowledge of MS Excel, word.
- An Understanding of coding, APIs, CRM and B2B websites.

Remuneration:

- £TBA.
- Pension