



THE GUILDHALL TRUST

TITLE: Ticketing Assistant

DEPARTMENT: Operations

RESPONSIBLE TO: Ticketing Supervisor

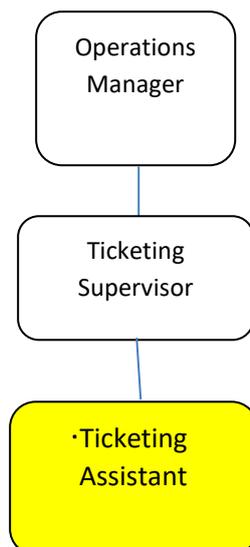
HOURS: 24

PAY: £11.44ph (START DATE APRIL)

Purpose of Job

To work in our Ticketing and venue reception team. To sell tickets face-to-face for all our concerts & events throughout the year and to deal with ticket related enquiries on email and phone. To be the first port of call for all venue enquiries, providing information, direction and a first-class customer service response in line with the venue's operational values.

Organisation Chart



Principal Responsibilities

1.	To process tickets from a range of sources including in-person, post, telephone, and on-line requests in a courteous and professional manner and ensuring that accurate customer data and information is captured onto the Eventim InHouse Box Office system.
2.	You would need to be confident in applying the financial processes of The Guildhall Trust, including end of shift reconciliations of financial processes for the ticket office and banking procedures.
3.	To act as the first point of contact when people enter the White Rock Theatre, to provide a warm welcome and to provide general reception duties for the Theatre .
4.	To have detailed knowledge of the activities in the venue in order to respond and assist with enquiries on all White Rock offers, including our concerts, events and Learning & participation events as well as VIP & hospitality upsells. You need to demonstrate strong sales skills in selling these products/ offers.
5.	To support marketing and administration with information gathering, data collection and the distribution of information to clients and customers. To support teams in the promotion of the venue's events and spaces.
6.	To be part of the wider venue team, To work with colleagues across departments showing support and to aid in problem solving when required.

Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the business. You must be flexible with your availability & this will include daytime, evening, and weekend work.

Location

The post holder will be located at the White Rock Theatre in Hastings

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Attribute	Essential	Desirable
Experience	<p>Demonstrable experience & knowledge of working with on a busy reception or in a customer facing role.</p> <p>Demonstrable experience of working in an environment where good customer care is prioritised.</p>	<p>Previous experience of working in a ticket selling environment.</p> <p>Previous experience in working in a 5-star customer facing environment.</p>
Skill/ Abilities	<p>Excellent communication skills (oral and written).</p> <p>An ability to assess and respond to people and a wide range of customer-based issues and situations, and to remain calm and professional while dealing with and prioritising numerous duties.</p> <p>Good sales skills, ability to up-sell, to use initiative and to promote the venues product.</p> <p>Essential to be able to always present a calm and friendly exterior to the customer and client.</p> <p>Good ICT skills, especially in Word, Excel and Access.</p> <p>Confidence in numeracy.</p>	<p>Worked on a ticketing platform previously</p>
Education & training	<p>I.T. Training</p> <p>Customer Service experience</p>	<p>NVQ qualification</p> <p>Customer service training</p>