

<b>Post title</b>	<b>Ticketing Services Supervisor</b>
<b>Division / Section</b>	<b>Culture / Cultural Venues – Performance Venues</b>
<b>Department</b>	<b>City Strategy and Economy</b>
<b>Responsible To</b>	<b>Ticketing Services Duty Manager</b>
<b>Number of post holders</b>	<b>3</b>
<b>Acting up/ Secondment</b>	

### **Purpose of Job**

To assist in the supervision of the box office service at various venues.

### **MAJOR TASKS/JOB ACTIVITIES**

- Assist in the daytime supervision of the box office operation and ensure the delivery of quality customer service.
- Carry out selected financial procedures in accordance with defined procedures.
- Set up events, concessions and offers on the box office system and website.
- Provide training for front line staff to ensure that a high level of system competence and customer service is achieved.
- Carry out concert duties, including supervising door sales, resolving seating problems or complaints and provide reports for the promoter.
- Undertake social media activities relating to events, such as concert information updates and customer feedback.
- Work effectively as part of a team within own area and across the wider environment in which the postholder operates.

### **Supervision and Management of People**

Assists with the supervision of a team of casual Ticketing Services Assistants.

### **Creativity and Innovation**

Required to resolve operational problems, complaints and enquiries, especially when in sole charge of the box office e.g. Saturday daytime or selected concert nights.

### **Contacts and Relationships**

Regular contact with staff in other departments.

Considerable contact with promoters and their representatives – responding to their needs e.g. giving sales figures, arranging guest lists and allocations of tickets to ticket agents.

Extensive contact with the public in a sales/customer service role.

**Decisions (Discretion)**

When in sole charge of the box office, the post will have to make decisions on how to resolve operational and/or service issue, including complaints about pricing/seating/service/quality of the event.

Decisions, not recommendations, will be based on a combination of procedure, experience and judgement.

Often have to work within tight deadlines - ensuring all customers are served in time for the start of the event. They will have to allocate/direct staff resources in order to achieve that end.

**Decisions (Consequences)**

Consequences affect level of service, which drives business and therefore income.

**Resources**

Responsible for personal cash and cheques sales of between £100 and £2000 per day.

Responsible for credit card sales and taking customers' personal and card details.

**Environment – Work Demands**

Expected to move between administrative duties, supervisory duties and sales customer service duties.

Must adapt communication skills to deal with a team of casual staff, some of whom may only work a few hours a week in an environment where information is key and constantly changing.

Uses their initiative to work around certain operational priorities – e.g. concert start time, banking collections, volume of customers on counter/phones – to achieve regular duties and ad hoc tasks.

**Environment – Physical**

Spends most of the day sitting and using a VDU.

Minimal lifting involved.

**Environment – Working conditions**

Time split between a standard office environment and working on the box office counter, which can be noisy.

**Environment – Work Context**

Must deal with people who may require special care; young people; the elderly; and those with mental and physical disabilities.

Must be able to deal professionally with all customers, knowing some can be very demanding or even verbally aggressive. Many customers simply require good service, but some customers will be challenging.

**Knowledge and Skills**

Must be able to demonstrate a good level of numeracy and literacy and excellent communication skills.

Knowledge of using Microsoft Word and Excel is essential. Knowledge of Spektrix is desirable.

Must have extensive experience of working in a similar customer facing, service role, preferably with some supervisory experience.

Knowledge of using ticketing software is desirable.

Must demonstrate an understanding of the importance of service to the organisation and a commitment to putting their service knowledge into practice.

### **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.