

## Person Specification

<b>Position Title</b>	Ticketing Services Supervisor
<b>Division / Section</b>	Cultural Venues (Usher Hall, Assembly Rooms, Churchill and Ross Theatres)
<b>Service Area</b>	City of Edinburgh Council – Place
<b>Responsible To</b>	Ticketing Services Duty Manager

### Person Specification

<b>Qualifications, training &amp; professional membership</b>	• Educated to HND Level of equivalent	Desirable
	• Training in Spektrix ticketing systems	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

#### TICKETING SERVICES MANAGEMENT

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|--|-----------|
| • Significant experience of working in a computerised ticketing operation for a busy, high-profile arts organisation, including event set-up and financial reconciliation. | Essential |
| • Experience of working with a wide variety of individuals, from audiences to major clients.   | Essential |
| • Experience of delivering a first-class standard of customer care to both audiences and clients.  | Essential |

#### PEOPLE MANAGEMENT

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|--|-----------|
| • Experience of managing members of the public, solving customer issues without calling on senior managers.  | Essential |
| • Experience of supervising teams of staff, undertaking training and personal development plans, motivating staff to deliver high standards of customer care | Desirable |

**PLANNING AND DELIVERY**

- Ability to deliver ticketing services successfully in a pressurised environment with strict deadlines. Essential
- Ability to demonstrate a history of working hours that are best suited to meeting the needs of the service. Essential
- Ability to be proactive in problem solving and workload management Essential

**LEGAL AND COMPLIANCE**

- Experience of working in a public sector environment to deliver a range of customer services, with understanding of relevant procurement policies, as well as the integrity required to be a trusted public sector partner to others. Desirable

**TEAM WORKING**

- Ability to lead teams as well as work effectively within one Essential
- Ability to maintain positive relationships across multiple service areas Essential
- Ability to contribute to management team planning Essential

**ADMINISTRATION**

- Experience of undertaking administrative tasks that will result in meeting required service standards and legal compliance for hirers and ticket buyers relating to contractual agreements, legal obligations, payments, and other relevant obligations. Essential
- Ability to administrate own area of work without additional support Essential

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## Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

### **Being customer/client focused**

Delivers high quality services to both internal and external customers/clients. Proactively identifies customer's/client's future requirements and constantly strives to enhance service delivery.

### **Taking ownership and responsibility**

Takes responsibility for own behaviour. Seeks feedback and takes positive action in response.

Takes responsibility for supporting corporate values

### **Communicating effectively**

Communicates accurate information with complete conviction and clarity. Confidently uses a variety of communication methods and styles appropriate to audience.

### **Working effectively with others**

Builds consensus, support and commitment within the team around key organisational objectives.

Treats others respectfully and encourages diversity.

### **Managing change**

Initiates and drives the pace of change and supports others in working through change.

### **Leading others**

Defines and communicates organisational goals and motivates others to achieve them. Leads by example, inspires confidence and generates respect. Adapts leadership style to suit different situations.

### **Political sensitivity**

Understands and considers the wider organisational, community and political implications before taking action.

### **Planning and decision making**

Translates strategy into specific plans to deliver outstanding results. Makes sound decisions based on evaluations of options and risks.

### **Managing performance and developing others**

Builds and sustains a high-performance team and actively encourages development of others.