

Person Specification

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

Person Specification

- Educated to HNC Level or equivalent Essential
- Available for Evening and weekend work Essential
- Experience of working in a customer focused environment Essential
- Interested in working in the Arts Desirable

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

- An understanding of the importance of service to the organisation
- Being customer / client focused
- Excellent communication skills
- Strong planning and decision-making skills
- Taking ownership and responsibility for own behaviour. Seeks feedback and takes positive action in response.
- Manages change and supports others
- Works effectively with others and leads by example. Treats others respectfully and encourages diversity.

Behavioural Framework

Applicants will also be measured against the councils Behavioural Framework [Our Behavioural Values Framework](#)