



JOB DESCRIPTION.

JOB TITLE	Ticketing & Sales Assistant
REPORTS TO	Ticketing & Sales Manager
DIRECT REPORTS	None
DEPARTMENT	Ticketing & Sales

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

The Ticketing and Sales Team works across all areas of The Globe to promote and sell tickets for theatre performances, education events, workshops and the guided tour. In addition to this, the team collaborate specifically with membership and access departments to ensure that patrons are well supported in these areas and that growth in our customer base is achieved. Our work is far reaching, fast paced and full of variety, but is consistent with regards to our strong customer-centric focus. We offer a world-class service to our visitors and strive to ensure that every customer's journey is smooth, and every visitor experience is positive and memorable.

PURPOSE OF JOB

- To provide the highest quality of service to our patrons, customers, and staff, advising our patrons on all the Globe's activities by selling and actively promoting our products

PRINCIPAL RESPONSIBILITIES

- Sell all Globe products to our customers via phone, email and in person delivering a high level of customer service to complete the booking.
- Influence and inform customers when taking booking enquires, converting enquiries to sales.
- Process customer data, accurately imputing data in accordance with our data policy.
- Handle, process and reconcile all payment methods for booking transactions and complete an accurate daily reconciliation.
- Produce invoices for all booking reservations ensuring details are accurate and complete.
- Train and stay informed on all Globe activities and be able to provide full knowledge of our work.
- Liaise and communicate with our external partners to develop and maintain strong partnership and deal with group bookings and travel trade enquiries.
- Maintain group/trade enquiries and bookings with accuracy.
- Sell and up-sell all Globe products and services such as group visits, memberships, and afternoon teas.
- Communicate any problems or queries to the Ticketing and Sales Manager or Duty Manager(s) ensuring prompt resolution.
- Process, input and update information/bookings using our ticketing CRM system Tessitura, ensuring the information is accurate and complete.

- Liaise with other departments to facilitate the smooth day-to-day operation.
- Communicate with all customers, delivering professional and clear information and guidance.
- Be flexible and supportive to the Ticketing and Sales team, ensuring a proactive approach to work.

PERSON SPECIFICATION

- Broad knowledge and experience of working with the general public in person and over the phone in a customer service environment, with an ability to deal tactfully with a variety of people.
- Excellent customer service and interpersonal skills.
- An eye for detail.
- A practical and supportive approach to problem solving.
- Knowledge and understanding of the ticketing and visitor attraction market.
- A professional approach.
- A good team worker, enthusiastic and willing to learn.
- Ability to actively participate in team meetings, events and the induction and training of new team members.
- The ability to retain and share excellent product knowledge.
- Good selling skills.
- Good cash handling skills.
- Strong and effective administration, organisational and MS Office skills.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others.
- Thoughtfulness, reflecting, and problem solving.
- Influencing and communicating with others.

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Permanent / Full-Time or Part-Time

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: Full-time hours are **35 per week** (exclusive of meal breaks) which will include evening and weekend shifts.

Salary: **£22,750 per annum**, full-time.

Holiday: The annual full-time entitlement to holiday leave is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; flu vaccination scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.