



JOB DESCRIPTION.

JOB TITLE	Ticketing and Sales Duty Managers
REPORTS TO	Head of Ticketing and Sales
DIRECT REPORTS	None
DEPARTMENT	Ticketing and Sales

PURPOSE OF JOB

- To assist the Ticketing and Sales Manager to ensure the highest quality of service is delivered to our patrons, customers and staff whilst dealing with any issues as they arise in a calm and focused manner to ensure a smooth operation.
- To advise on all the Globe's activities by selling and actively promoting our wide range of activities and products.
- To assist with the day to day operation of Ticketing and Sales, duty managing the team in the absence of the Ticketing and Sales Manager, ensuring the smooth operation of the department at all times.

PRINCIPAL RESPONSIBILITIES

General

- Assist in managing and supporting the Ticketing and Sales Manager to ensure the team are performing effectively and efficiently.
- Support and deliver training to the Ticketing and Sales Assistants to continue their development and knowledge.
- Assist and support in the set up and configuration of all Globe products and services in our ticketing and data management system (Tessitura).
- Liaise and communicate with other departments regarding operations and logistics to ensure maximum use of our space(s) and income generation.
- Attend meetings with other departments to inform, advise and communicate back to the team.
- Maintain and manage the ticketing system to maximise income.
- Take sole responsibility for the opening and closing of the office ensuring it is ready for operation for the team.
- Accurately reconcile daily takings.
- Banking and reporting.
- Deliver briefings to the team whilst motivating them and keeping them up to date on all information and activities.
- Liaise and communicate with our external partners to develop and maintain strong partnership.
- Oversee and maintain group/trade bookings with accuracy.
- Sell and up-sell all Globe products and services such as group visits, memberships, and afternoon teas.
- Deliver a high level of customer service to our customers, stakeholders and staff via phone, email and in person.

PERSON SPECIFICATION

- Experience in team management/supervision and motivation with a demonstrable drive to sustain a first-class operation.

- Box Office experience with a knowledge of working with Tessitura or similar data management or ticketing software.
- Effective interpersonal skills.
- A practical and supportive approach to problem solving.
- Knowledge and understanding of the ticketing and visitor attraction market.
- Excellent customer service and interpersonal skills for effective communication with a diverse range of people and departments.
- Commitment to continuous improvement, of self, of team members and of service.
- Understands and always embodies the Globe's mission and values.
- A supportive and collaborative approach to management.

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

Full Time / Permanent (happy to talk flexible working)

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

Hours: Required to work 35 hours per week (exclusive of lunch breaks) which will include evening and weekend shifts.

Salary: £30,783 per annum

Holiday: The annual holiday leave is 25 days pro-rata per calendar year plus Bank Holidays.