



JOB DESCRIPTION

JOB TITLE	Casual Ticketing and Sales Duty Manager (Weekends)
DEPARTMENT	Ticketing and Sales
REPORTS TO	Deputy Head of Ticketing and Sales

INCLUSION STATEMENT

People are at the centre of the Globe's work. We create ways to enable our wide community to feel visible, and for everyone's contributions to the Globe's purpose to be heard and respected.

We value and respect individual lived experience and drive inclusion through mindful awareness, empathy, care and belief, with a commitment to regularly improve how we empower and support people to do their best work. We will be honest and acknowledge our present conduct, approach and intention, as everyone works towards a shared common purpose to create greater inclusivity.

TICKETING AND SALES DEPARTMENT

The Ticketing and Sales Team work 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 journey is smooth, and every visitor experience is positive and memorable.

PURPOSE OF THE ROLE & DESIRED IMPACT

- To assist the Ticketing and Sales Manager(s) 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(s), ensuring the smooth operation of the department at all times.

HOW YOU WILL WORK

- Assisting in the management and support of the Ticketing and Sales Manager(s) to ensure the team are performing effectively and efficiently.



- Supporting and delivering training to the Ticketing and Sales Assistants to continue their development and knowledge.
- Assisting and supporting in the set up and configuration of all Globe products and services in our ticketing and data management system (Tessitura).
- Maintaining and managing the ticketing system to maximise income.
- Taking sole responsibility for the opening and closing of the office ensuring it is ready for operation for the team.
- Banking and reporting.
- Delivering briefings to the team whilst motivating them and keeping them up to date on all information and activities.
- Liaising and communicating with our external partners to develop and maintain strong partnership.
- Selling and up-selling all Globe products and services such as group visits, memberships, and afternoon teas.

WHAT SUCCESS LOOKS LIKE

- Ticketing and Sales Managers and Assistants feel supported, informed and motivated.
- Accurate and efficient configuration of Globe products and services in our ticketing and data management system (Tessitura).
- Daily takings are accurately recorded and reconciled.
- External partners are kept up to date and clearly communicated with.
- Customers, stakeholders and staff experience a high level of customer service.

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.

TERMS & CONDITIONS

Casual

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



Hourly Rate: £17.59 per hour.

Hours: Casual hours are allocated based on availability. Shifts will mainly be weekends, both day or evenings. There may be the possibility of further weekday shifts, subject to availability.

Holiday: Accrued based on casual hours worked.

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.

BENEFITS

- Discount in the Globe shop and onsite restaurants/cafes
- Staff discounts via My Globe perks and better Bankside Buzzcard
- Free entry to selected shows, events and activities
- Access to our free employee assistance programme and 24/7 virtual GP service
- Family friendly policies; enhanced maternity, paternity, adoption, and shared parental leave
- Eye test voucher scheme
- Flu vaccination scheme
- Free Staff Yoga
- Enhanced employer pension contributions after 12 months service.

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