



Job Title: Ticketing Operations Support

Job Level:

Responsible To: Ticketing Operations Manager

Direct Reports: Ticketing Account Managers

Place of Work: Based at Sheffield City Hall & Utilita Arena but expected to travel to each venue as a when required.

Purpose of the Job

Working across multiple venue, you will provide daily support to Account Managers enabling them to share their workload in busy periods. Your role will include general administration duties as well as liaising with agents to manage ticketing allocations, customer service and recording up to date risk assessments. As Operations Support you will also assist with the set up and delivery of events supervising small teams and provide front of house cover on event nights.

Job Summary:

The knowledge, experience and skills essentially required for this role are as follows:

- Attention to detail & ability to work under pressure
- Excellent administrative skills – Office365
- Proficient excel skills
- Excellent literacy and numeracy skills
- Problem solving and initiative
- Previous experience in a fast-paced customer focused environment
- Positive, friendly approach
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A desirable requirement would be as follows:

- Previous Ticketing system experience (or similar)
 - Experience of balancing event settlements
 - Experience of supervising small teams
 - Knowledge of risk assessments
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- Event industry experience
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Key Responsibilities:

- To support the daily requirements of box office
 - To operate and assist in any ticketing sales points
 - To be responsible for all cash, cheque and card reconciliations
 - Answer any customer enquiries including accessibility request and bookings
 - Provide support for front of house team
 - Strive for continuous improvements in customer care
 - Maintain ticketing stock levels
 - liaise with tour companies to provide sales reporting and general information
 - Deliver events across venues
 - Front of house cover when needed
 - Manage weekly safe checks and maintain floats
 - Provide ticketing reports upon request
 - Be proactive in resolving customer issues
 - Support Ticketing Account Managers to ensure the smooth running of events
 - To undertake any other duties as requested by the management
 - Event set up for Memorial Hall and Ballroom events
 - Build relevant ticketing offers liaising between promoters, TM Account Managers & Marketing
 - Updating weekly sales reports
 - Ensuring ticket availability by managing inventory between venue and agents
 - To ensure you are proactive in ensuring all counter terrorism measures within the venue are adequately implemented and to ensure all relevant training and information sharing in the venue and company counter terrorism practices and risk mitigations are undertaken
 - To meet SCT dress code standards and appearance codes
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Expected Behaviours

ICAN – Our company culture is built on this ethos. Supporting, helping, offering excellent service to all customers, stakeholders, and colleagues.

Driven – Extremely hard working, is compelled to accomplish goals individually and drives teams to do the same.

Excellent Communicator – Articulates clearly and concisely, listens to others, and ensures that relevant information is shared across the organisation.

