

Sheffield City Trust

Person Specification



Job Title: Ticketing Operations Support

Selection Criteria:

CRITERIA	STANDARD	ESSENTIAL/ DESIRABLE	MEASURED BY
Work Experience	Experience of working with a Ticketing system or similar computerised system	Desirable	Application form
	A proven track record in a customer service and events environment	Essential	Application form Interview
	Experience of supervising small working groups.	Desirable	Application form
Knowledge	Good knowledge of both Sheffield Arena and Sheffield City Hall venues	Desirable	Interview
	Excellent knowledge of Office365 applications	Essential	Application form
	Knowledge of Risk Assessments	Desirable	Application form
Skills	Confident liaising with customers and clients by email, phone and in person	Essential	Interview
	Willingness to work evenings, weekends and bank holidays as required	Essential	Interview
	Positive and friendly attitude	Essential	Interview
	Ability to prioritise and work under pressure.	Essential	Interview

	Good analytical skills	Essential	Interview
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