



Job Description

Ticketing Manager

Responsible to:	Director of Marketing and Press
Salary:	£31,000 - £34,000
Benefits:	Contributory Stakeholder Pension Scheme Season Ticket Loan Scheme
Hours:	40 hours per week, (including evening and weekend work)
Holiday:	25 days per annum, rising to 30 days for each full financial year worked.
Probationary period:	3 months
Notice period:	One week during probationary period, and three months thereafter

Key objectives:

To enable our ticketing, seating, sales and pricing for all YV work whether at our three spaces on The Cut, on tour or elsewhere.

Tasks & responsibilities:

- By working alongside the Director of Marketing and Press and the Producers to facilitate the positive relationships between the company, its co-producers and its audience.
- To set up seating plans for each production understanding the intricacies and time restrictions for each production.
- To work with the Data & Systems Manager to make best use of the ticketing aspects of the Tessitura system, prompting for improvements and new working methods to speed up all YV ticketing processes.
- To work with the Director of Marketing and Press to develop ticketing, pricing policy and strategy.

- To work closely alongside the Welcome Team Manager to ensure that the Welcome Team has the latest pricing and ticketing information and train new Welcome Team members in sales and ticketing processes
- To deputise for the Welcome Team Manager, including managing the team in their absence
- To generate income through the development, implementation and monitoring of effective marketing and sales strategies.
- To promote audience development alongside the Director of Marketing and Press.
- To be the ticketing functionality champion for the database within the organisation, attending training sessions, workshops and conferences to keep up with the latest Tessitura developments
- To work alongside the Digital Manager and Data & Systems Manager to implement changes to the online purchase path and ticketing related website developments

Sales

- Ensure effective, accurate and efficient sales of tickets and merchandise and ensure timely and accurate reporting on these activities
- Manage systems to monitor audience responses to marketing campaigns.
- Develop and maintain relationships with ticket agents, co-producers and other agencies and ensure accurate reporting or activity including call-overs
- Ensure efficiency of all booking processes, including successful integration with the website.
- Act as primary liaison for all co-producers regarding sales, tickets and pricing matters

Production setup and administration

- Create accurate seasons, productions and performances on the ticketing system.
- Working alongside the Director of Marketing and Press, the Producers and the Technical Director create and maintain accurate and up-to-date auditorium maps, ensuring all relevant departments are consulted regarding pricing, numbering and other information.
- Ensure that all auditorium maps are designed for maximum ease of use by the Welcome Team, Ushers, audiences and web users.

Data Management

- Be familiar with latest Data Protection legislation and help to implement and uphold best practices at the Young Vic

- Develop, administer and manage the ticketing system in line with company policy and 'best practice' procedures and recommend improvements and updates as required to ensure best use of the latest technology.
- Train new staff members in Tessitura
- Ensure the consistent and accurate reporting of Daily Sales, liaising with the Finance department and resolving discrepancies as required.
- Be familiar with the latest PCI guidelines and support the Director of IT & Administration to ensure the organisation is compliant.

Administration

- Maintain good working relationships with all Box Office suppliers, including Young Vic's ticketing system supplier and web developers.
- Participate in departmental and company meetings.

General Duties

- Carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Young Vic.
- To be familiar with and be personally responsible for acting within the Equal Opportunities Policy of the Young Vic.

Person Specification

Ticketing Manager

Essential

- Significant box office system experience, preferably with Tessitura
- The ability to work with a range of people with sensitivity and respect
- Excellent communication skills
- Good degree of numeracy
- Experience of sales and financial reporting
- Excellent problem solving skills
- Enthusiasm and flexibility