Reporting to- Development and Ticket Sales Manager

Department – Sales and Marketing

**Contract Type- Part Time/ Casual**

Ticket Sales Assistant

**Principle Purpose of the role**

To provide the highest standard of customer service resulting in the optimum sale of products and other services.

**Main responsibilities**

**Planning and Delivery**

* To provide high standards of customer care and industry practice in all Ticket Sales operations, ensuring that the best service is offered to the public.
* To ensure a thorough knowledge of events at Lighthouse to give the best possible customer service.
* To proactively sell membership, encourage point of sale donations, send reminders, and process the necessary paperwork to ensure accurate record keeping.
* Upselling of “secondary spend” items including drinks, ice cream, gift vouchers and packages.
* Data capture and cleansing working within GDPR / PECR guidance
* Ensure accurate completion of all paperwork necessary for the issue of Access to Leisure and Learning cards and maintain appropriate records.
* Maintain and manage accurate records.
* Responsible for own cash, cheque and credit card sales monies, and completion of daily sales returns.
* Carry out all duties involved in the operation of the Spektrix ticket system.
* To welcome and ensure excellent service to all staff and visitors to the building.
* Deal constructively and promptly with any complaints or issues from visitors, customers or staff, working with Lighthouse feedback policy and reporting any problems to the Ticket Sales Supervisor/ Manage.
* To sell tickets to all events in person, by telephone, by post and answer internet queries.
* To work in other front of house departments from time to time as requested.
* Identify own training and development needs as required to carry out the job.
* To ensure the Ticket Office is tidy and well-presented throughout the day. To ensure the leaflets, and other relevant print are on display at in brochure racks near to Ticket Office
* To sell tickets to the public for events at Lighthouse and other external venues.
* To strive for continuous improvements in customer care by making positive suggestions for change.

**Communication**

Attend regular team briefings and ensure that the flow of information, both within the department and to others, is clear, accurate and timely.

**Finance**

* To work with agreed defined budgets.

**Health and Safety**

* Adhere to health & safety legislation and Lighthouse’s policies and procedures.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.

**Training**

* Take responsibility for their own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate with their review process with their line manager, every 6 months and to take up opportunities identified as part of their learning and development.

**Representation**

* Represent Lighthouse at performances, meetings, and events, as and when required.

**Diversity**

To be aware of and embrace the EDIB culture at Lighthouse at all times.

**Values**

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

Any other duties as may be reasonably required.

**Personal specification**

**Experience and knowledge**

**Essential**

* Good general level of formal education (including English and Maths GCSE or equivalent passes).
* Keen interest in the arts and in particular the work of Lighthouse
* Excellent organisational skills and ability to multi-task.
* A proven efficient self-starter who enjoys being a team member.
* Excellent proven interpersonal skills
* Punctuality and reliability, attention to detail
* Strong communications skills and the ability to interact with a wide range of people
* A calm and efficient manner.
* Strong IT skills, in particular using Microsoft Office applications.
* Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
* Proven experience in Cash handling

**Desirable**

* Understanding of Spektrix or similar Ticket booking system
* Previous Box Office experience

Competencies and Skills

* Excellent communication and interpersonal skills.
* Ability to work unsupervised and take responsibility.

Personal Characteristics

* enjoy working with people and be customer focussed.
* Adaptable to change.
* Dynamic, energetic and enthusiastic.
* Proactive and results orientated.
* Tactful, approachable, discreet and diplomatic.
* Flexible and reliable.