

Deputy Audience Services and Ticketing Manager

About us

Our mission is to offer the easiest and most caring service to help UK families plan, book and share amazing days together. We've grown over the last 13 years', marketing and selling over 1.3 million tickets to some of the UK's biggest family events, including *In the Night Garden Live*, *Bing Live* and *Peppa Pig Live*.

2024 is an exciting time for us as we grow our online community, expand our work to new producers and venues and continue to provide award-winning support to our customers.

About the job

As Deputy Audience Services and Ticketing Manager at Family Tickets you'll play a key role helping our customers access and buy tickets via our websites NightGardenLive.com, FamilyTickets.com, and other third party websites.

You'll set up and maintain events in our ticketing systems, while maintaining positive relationships with our suppliers, host venues and other ticketing partners to ensure our customers have a consistent experience buying their tickets.

Supporting the Audience Services Manager you'll deliver an exceptional experience to our customers. You'll help train and develop our support team and ensure that our customers are engaged and listened to at every stage of their journey with us.

Salary: £16,050 – £16,650 pro rata (£26,750 - £27,750 FTE)

Reports to: Audience Services Manager

Location: Remote Working

Contract: Permanent

Hours: 22.5 hours per week, Monday to Friday, exact working pattern is negotiable. Occasionally some evening and weekend work may be required.

Notice: 2 months notice period (after 3 months probation).

Pension: Family Tickets Ltd operates a workplace pension scheme with the People's Pension.

About you

Essential Skills & Experience

- At least 2 years experience in a relevant box office role.
- Experience setting up and maintaining events in a ticketing system.
- Experience processing, segmenting and analysing customer and sales data.
- Excellent customer service skills – you are confident and sensitive when communicating with customers over the phone and in writing.
- Exceptional attention to detail with a methodical and measured approach to your work. You are accurate and check your work thoroughly.
- Excellent written English with the ability to communicate effectively between technical and non-technical teams.
- Ability to sensitively and positively manage relationships with external partners and suppliers.
- Ability to plan and coordinate projects with multiple stakeholders. Manage priorities and deliver to tight deadlines.
- Strong interest in the ticketing industry and a willingness to stay on top of relevant technological developments.
- Excellent knowledge of MS Excel.

Desirable Skills & Experience

- Experience using a variety of ticketing systems.
- Experience using CRM system *Zendesk*.
- Experience using a content management system for website maintenance.

The ideal candidate will also:

- Put the customer first. You focus on making our customers' lives easier and help families create amazing memories together.
- Be caring and kind. You genuinely care about customers and are motivated by understanding and responding to their needs better.
- Deliver continuous improvement. You act on customer feedback and are always looking for ways to improve our service.
- Be flexible and willing to help. We're a small, friendly team, so you'll need to have a 'can do' attitude and be ready to take on new challenges as they arise.

Detailed job description

The purpose of your role is to help customers have the best possible experience when choosing and buying their tickets.

You look after the ticketing systems, supplier and venue box office relationships behind every ticket bought.

Key objectives

- Managing the relationships with our suppliers, box offices and partners to ensure we're always working together effectively.
- Maintaining our systems and content on our websites with exceptional attention to detail, ensuring events and information are setup correctly.
- Supporting the Audience Services Manager to deliver an exceptional experience to our customers

Ticketing and reporting

- Maintain our event websites and familytickets.com, adding and updating venue and ticket information as necessary.
- Manage the event setup in our ticketing systems, liaising with our system providers where necessary to ensure performance information, pricing and seating plans are correct.
- Complete and circulate regular sales reports.
- Conduct website testing to ensure the customer journey is smooth.
- Report and monitor website bugs and issues within the ticketing and payment paths to our marketing team and web developer.

Audience Services

- Support the Audience Services Manager on the recruitment and training of support team
- Working with the Audience Services Manager maintain our internal knowledgebase for staff, including policies, procedures and guidance documents.
- Deputise for the Audience Services Manager in their absence
- You will be the first point of contact for our customers one day each week (email, social and phone). You will deliver a friendly and caring service that aims to reply and resolve issues as quickly as possible.

Supplier relationships

- Be the first point of contact with our ticketing system providers and ensure positive and efficient working relationships with them.
- Manage the communications between our key internal contacts and the suppliers' technical/support teams.
- Stay on top of system issues and developments, arranging training where necessary for yourself and other members of the team.

Venue box office relationships

- Maintain friendly working relationships with the box office teams at our host venues.
- Ensure host venues selling tickets via API are given the technical support and advice they need.
- Closely monitor the rate of sale at venues where we are selling on an allocation basis, ensuring we always have a good selection of seats on our own websites.
- Conduct regular audits of venue website information and pricing, to ensure tickets are being sold correctly.

Ticketing via third parties

- Liaise with third party agencies selling tickets for our shows via API, working closely with the operational teams to ensure events are setup as per contractual agreements.
- Conduct testing on third party websites (e.g. Ticketmaster) to ensure the content, pricing and ticket designs for our shows are correct.

How to Apply

Please submit your CV and covering letter outlining your suitability for the role to recruitment@familytickets.com. Deadline **10am Mon 8 January 2024**

Our recruitment process involves interviews and may include written tests and online tests you may take from home. If you are likely to need assistance with either of these elements because of a disability, please indicate that on your application or contact us using the details above. We welcome applications from all sections of the community and all applicants are welcome to get in touch with us to talk things through before completing an application or before interview.

You must be able to provide proof of your eligibility to work in the UK.

We look forward to hearing from you!