



JOB DESCRIPTION

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| Job Title: | Sales and Ticketing Manager |
| Responsible to: | Events Manager |
| Place of Work: | Monopoly Lifesized – Tottenham Court Road, London |
| Hours of Work: | 40 hours a week, including some evenings and weekends. |
| Salary: | £30k - £35k depending on experience |
| Contract: | Permanent Contract |
| Pension: | Company Pension Scheme available |
| Probation: | 6 months |
| Start Date: | ASAP |

MONOPOLY LIFESIZED is an immersive, on-your-feet version of the world's favourite family game brand taking place at 213 – 215 Tottenham Court Road, a 22,000sq ft building over three floors in the heart of London's West End.

With three exciting gameplay boards - Classic, The Vault, and City, plus a Junior Board, a MONOPOLY-themed bar and restaurant and retail outlet this is a brand-new destination attraction, launching in August, where people can eat, drink, shop and play all under one roof. Players experience the thrill of trying to stage a heist in Mayfair, competing against a clock to build some of London's iconic buildings, solving a baffling murder mystery, stepping into the world of codebreaker for an electrifying, competitive experience.

A crucial part of the business is the ticketing operation that drives revenue from ticket sales, hospitality offers, and management of the CRM database

Key Responsibilities

Managing the Box Office

- Ensure the efficient and effective operation of the Monopoly Lifesized ticketing platform.
- Ensure our ticketing practices operates in accordance with policy, procedure, marketing strategy and general good practice.
- Ensure the Box Office delivers the highest possible standard of customer service.
- Notify Welcome Hosts and ticket agents of any cancelled performances or amended performance times. Ensure customers are contacted promptly, courteously and efficiently.
- Assist with the maintenance of the ticketing system ensuring compliance with GDPR.



Inventory and Insights

- Analyse the board inventory, feeding learnings through to the wider team and proposing appropriate plans of action to maximise revenue and attendance levels
- Set up, manage and develop relationships with 3rd party ticket distributors and agencies to increase sales in line with the overall Sales and Groups strategy.
- Produce daily and weekly reports and any ad-hoc sales reports to effectively track the short and long-term success of the attraction via defined metrics highlighting sales trends, booking patterns and customer preferences.
- Work with the Sales and Groups Manager to maximise revenue across the year
- Work with the Marketing team to analyse the impact of marketing activity.
- Identify any risks and opportunities and feed these into the Senior Management Team

Operations and Systems

- Manage the set-up of all game times and new booking periods.
- Manage the set-up of any additional upsell items from Food and Beverage and Merchandise where required.
- Liaise with the Events Manager to ensure that additional game times are added in line with cast availability
- Liaise with the system support providers to ensure day to day provision of efficient IT systems and telephony in the venue. Support and communicate with game staff in relation to IT and telephony issues.

Line Management, Recruitment and Training

- Line manage the Welcome Hosts
- Prepare Welcome Host rotas, responding to sick leave and staffing emergencies.
- Train new staff as required to a level of excellence in customer service.
- Communicate effectively with all game staff to ensure a smooth operation

Accounting

- Review the weekly ticket reconciliations provided by the Box Office. Investigate and resolve any issues which may have arisen with advance Box Office providers and ticket agents.

General

- To attend meetings as required for operations, sales and marketing
- To assist with the administration group bookings as they're confirmed by the Sales and Groups Manager.
- Ensure that customers receive friendly and prompt responses to emails.
- To carry out other duties consistent with the role of Box Office Manager



Person Specification

- A minimum of 2 years' experience in operating a Box Office in a theatre or attractions environment
- A proven track record of achieving sales results and reporting
- Experience in supervising staff and acting as a line manager.
- Knowledgeable and passionate about ticketing and systems
- Enthusiastic team worker with excellent interpersonal skills.
- Imaginative salesperson, able to inspire and see through ideas generated by their colleagues
- Able to offer a consistent and high level of customer care in line with the expectations of an internationally recognised brand.
- Adept at problem solving and reacting in a considered and measured approach.
- Computer literate, familiar with PCs and Microsoft Office programs
- Experience with databases and/or client record management systems as means of capturing, analysing and using data.
- The ability to host and welcome a wide range of customers, important guests and visiting companies.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities. In consultation and agreement with you, this Job Description may also be amended at any time.

Please email CV and covering letter to jan@pathents.com to apply.
Closing date midnight Sunday 18 July