



JOB DESCRIPTION

Job Title:	Ticketing Manager
Responsible to:	Head of Operations
Place of Work:	Monopoly Lifesized – Tottenham Court Road, London
Hours of Work:	40 hours a week, including some evenings and weekends.
Salary:	£27k
Contract:	Permanent Contract
Pension:	Company Pension Scheme available
Probation:	6 months
Start Date:	ASAP

Monopoly Lifesized is a brand-new way to play one of the most popular family board games on the planet.

With immersive and experiential attractions coming to the forefront of the live entertainment industry, this opportunity presents a first of its kind – an adaptation of a board game for participation of the public. Fully licensed from Hasbro and with their creative, development, and marketing support, this will be a brand new, high-end attraction in the heart of London.

Key to the business is the box office operation that drives the majority of 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 customer experience in conjunction with the Events Manager and Welcome Host team
- Ensure our ticketing practices operates in accordance with policy, procedure, marketing strategy and general good practice.
- Ensure the Welcome Hosts deliver 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.

Line Management, Recruitment and Training



- Line manage the Deputy Ticketing Manager
- Oversee the preparation of 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

Operations and Systems

- To manage games and inventory to ensure efficient management of schedule, contacting customers as required.
- To contact customers as required with pre and post-game emails, plus any additional communications.
- To manage the setup of all game times and new booking periods.
- To manage the setup of 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.

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 Groups and Sales Manager.
- Ensure that customers receive friendly and prompt responses to emails.
- To carry out other duties consistent with the role of Ticketing Manager

Person Specification

- At least 2 years' experience in operating a Box Office in a theatre or attractions environment
- 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 sales person, 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 ranges 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. In particular, 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 visit our website <https://www.gamepath-experience.com/jobs> to apply.