



Job Description

Ticketing Manager: Monopoly Lifesized



Who we are:

The Path Entertainment Group is dedicated to creating world-class experiences. We will achieve this by: Bringing first class live experience makers with world class renowned brands and IP to create dynamic and enthralling location-based entertainment. TPEG has a strong desire to disrupt and find strong audience bases for popular culture led experiences. We are a company with people and rich skills in producing, creative development, venue and space management and design, marketing, press and comms all under one roof. UK made – internationally focused, catering for the worldwide market. We are not an immersive production house, nor tied to the linear rules of promenade or walk-through theatre. The primary aspect of our experiences that bands them together is they are always participatory, based on existing characters or trademarks and have gameplay built into the fabric of the experience, materially affecting the narrative through line and conclusion for the participant.



Job Title:	Ticketing Manager
Responsible to:	Operations Director
Place of Work:	Monopoly Lifesized – Tottenham Court Road, London
Salary:	£27K
Hours of work:	40 hours a week, including some weekends
Pension	Company Pension Scheme available
Probation	6 months

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

Experience

- 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.

Equal Opportunities

The Path Entertainment Group will not discriminate on the basis of sex, race, marital status, disability, age, part-time or fixed term contract status, sexual orientation or religion in the engagement of personnel.

How to apply

Please send your CV and covering letter to jobs@pathents.com. Please make sure you include the job position in the subject line. The deadline for this position is 31st October 2021.