



## **Deputy Ticketing Manager**

An exciting opportunity has arisen for an Accounts Assistant to join our major new flagship experience on Tottenham Court Road – Monopoly Lifesized.

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.

### **What we can offer you:**

- Salary: £28K per year
- An exceptional role within a fast growing, progressive company with opportunities to grow & develop, as well as to potentially work internationally in the future.
- Company pension.
- 20% discounts across our venues for you + 5 others.
- Annual leave allowance – 28 including bank holidays.
- Birthday day off work.
- Online training courses available for free (WSET/ Health & Safety etc.)
- Flexibility to progress within the business and move between all of our venues.
- Close to local Transport (Bus, Tube, Overground).

### **What you will do:**

- 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.
- Manage the Welcome Hosts as part of the front of house experience, delivering the highest possible standard of customer service.
- Where required, 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
- To assist in the management of game arrivals and inventory to ensure an efficient schedule, contacting customers as required.
- To contact customers as required with pre and post-game emails, plus any additional communications.
- To assist with the setup of all game times and new booking periods.
- To assist with the setup of additional upsell items from Food and Beverage and Merchandise where required.
- 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.
- 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.



### **Who you will be:**

- Previous experience of operating a Box Office or Front of House role in a theatre or attractions environment
- Experience in supervising staff and acting as a line manager.
- Knowledgeable and passionate about ticketing and systems
- A creative and innovative leader with best-in-class experience in developing people and processes to achieve a first-class experience.
- The understanding and experience of operating within a multi departmental environment
- Proven ability to take the initiative and lead teams under pressure.
- Ability to manage multiple priorities and meet deadlines.
- Advanced experience in negotiating and contracting.
- Experience of managing partnerships and building relationships.
- Strong written and verbal communication skills.
- Excellent IT skills
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### **Who we are:**

Monopoly Lifesized is an immersive, physical version of the world's favourite family game brand taking place on 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, Luxury, and City, plus a Junior Board, a Monopoly-themed bar and restaurant and retail outlet, this is a brand-new destination attraction where people can eat, drink, shop and play all under one roof.

### **How to apply:**

Please send your CV and covering letter to [jobs@pathents.com](mailto:jobs@pathents.com). Please make sure you include the job position in the subject.