



## **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: £32K 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.
- 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 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
- 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.
- 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



### **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.
- 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.

### **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.