



Job Description

Job Title	Ticket Sales Advisor
Department	Ticket Sales, Audience Experience
Grade	A
Location	Silk Street, Barbican Centre
Responsible to	Ticket Sales Managers
Responsible for	N/A

Barbican Centre

The Barbican exists to inspire people to discover and love the arts. We innovate with outstanding artists and performers to create an international programme that crosses art forms, investing in the artists of today and tomorrow.

A world-class art and learning organisation, the Barbican pushes the boundaries of all major art forms including dance, film, music, theatre and visual arts. Over 1.8 million people pass through our doors every year alongside hundreds of artists and performers from across the globe, while our creative learning programme underpins everything we do.

Purpose of Post

The Audience Experience department areas of operation include Centre and Venue Management, Box Office, Access and Licensing. The department exists to provide the highest standards of service, promote the Barbican and its activities, maximise revenue generation and ensure a welcoming, friendly and safe environment is provided to all Barbican visitors whilst maintaining observance of relevant statutory regulations.

The Ticket Sales team embodies the Barbican's Brand Values by always offering an informed, personal and inviting service. Our aim is to ensure every customer is provided with the confidence, trust and reassurance needed to be inspired by what the Barbican has to offer. Our Ticket Sales Advisors work on a rota basis to provide first-class customer experiences while proactively achieving sales of tickets, memberships, restaurant deals, parking and other services both front of house and in the call centre.

Main Duties & Responsibilities

1. Provide an outstanding customer experience by adhering to service expectations as outlined in Customer Communication and Performance Standards Guidelines.



2. Promote the Barbican range of events, activities and services, and maximise revenue by proactively achieving sales of tickets, memberships, restaurant deals, parking etc., over the phone, email and at sales desks throughout the Centre.
3. Respond confidently and effectively to customer enquiries in order to develop and maintain excellent rapport with our customers.
4. Assist the department in constantly exceeding customer expectations by collecting customer feedback, passing on to relevant management team and providing suggestions for service improvements where suitable.
5. Aid marketing activities by recording accurate customer data and mailing preferences in line with our data protection policies.
6. Be responsible for the safe and accurate keeping of money, and to reconcile transactions whilst adhering to the Centre's accounting and data entry procedures.
7. Take responsibility for ensuring working areas are clean, tidy and presentable in line with providing a first-class customer experience.
8. Take responsibility for keeping up to date with information about the Barbican and its Arts programming and other products sold through the box office.
9. Provide an effective switchboard service, adhering to the department's Switchboard Service Standards.
10. Provide an effective service on the department's dedicated Groups line, responding to voicemails and emails and preparing invoices as required.
11. Proactively participate in departmental meetings and briefings and assist with other sales and administration activities as required.
12. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
13. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
14. To undertake any other duties that may reasonably be requested appropriate to the grade



Person Specification

Job Title	Ticket Sales Advisor	
Department	Box Office, Audience Experience	
Grade & Level	Grade A	Level:1
Trent Position Number	05G0056/004	

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (A), interview (I) or test (T) as indicated below.

Technical Skills / Professional Qualifications / Relevant Education & Training

- Outstanding communication and customer service skills, including excellent telephone manner. (A, I)
- Ability to work under front line pressure whilst maintaining an efficient and effective service at all times. (A)
- Highly motivated team player who can demonstrate a genuine passion and belief in creating and providing first-class customer service for Barbican customers and staff. (A, I)
- Positive and flexible approach to work and be able to adapt quickly to new information. (A)
- Numerate and able to reconcile sales and monies. (A, I)

Experience Required

- Customer service experience in a front-facing busy environment (A, I)
- Sales experience (A)
- Cash-handling (A)



Other Relevant Information

- You must be available to work evenings and weekends.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.



Summary of Terms and Conditions of Employment

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

Salary

The starting salary for this role is £21,290 per annum inclusive of all allowances. This figure will be reviewed annually from 1 July in line with the pay award for other salaried staff within the City of London Corporation.

Contract

The position is offered on a permanent basis

Hours of Work

Normal hours of work being 35 hours per week, Monday to Sunday on a shift pattern, excluding lunch breaks, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

Frequency and Method of Payment

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

Annual Leave

There is an entitlement of 24 days annual holiday plus Bank Holiday. There are subsequent increases to entitlement to annual holiday according to length of service.

Sickness Absence and Pay

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

Pension

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.



If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.

Continuous Service

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits; for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

Probationary Period

You will be employed initially on a six month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

Notice Period

One month by either party after satisfactory completion of probationary period.

Learning and Employee Development

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in house programme covering more general training needs.

Employee Volunteering Programme

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.