



Job Description

Job Title	Ticket Sales Team Leader
Department	Audience Experience, Box Office
Grade	B
Location	Barbican Centre
Responsible to	Ticket Sales Manager
Responsible for	Ticket Sales Advisors

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 arts 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 Leader works with colleagues on a rota basis to provide supervisory cover during the opening hours of the Box Office. The role is to, in liaison with Ticket Sales Managers, oversee the day-to-day running of the Box Office ensuring that a comprehensive service is offered to customers and promoters in order to maximise visitor numbers and revenue to the Centre.

The Ticket Sales team embodies the Barbican's Brand Values by always offering an informed, personal and inviting service. As part of the Audience Experience Management Team, the Ticket Sales Team Leader is to be an exemplary role model to other members of staff, both within the audience experience team and throughout the organisation, to ensure every customer is provided with the confidence, trust and reassurance needed to be inspired by what the Barbican has to offer.



Main Duties & Responsibilities

1. Working under guidance of the Ticket Sales Manager to assist with supervision of the sale of tickets, Memberships, donations to the Barbican Centre Trust and other Barbican products and services as required.
2. Assist the Ticket Sales management team in overseeing the effective operation of the Box Office ensuring that Audience Experience One Team and Barbican Protect service standards are understood by the whole of the Ticket Sales team and consistently followed.
3. Work very closely with Duty Management team to oversee coordination and motivation of Ticket Sales team members; ensuring multiple tasks are allocated appropriately to maintain high standards and so that deadlines are met.
4. Assist with the promotion of One Team ethos across the organisation, driving and supporting a flexible and engaged team.
5. Lead on Staff Briefing and Communication procedures, ensuring an engaged and knowledgeable Ticket Sales team. Lead by example by maintaining and providing product/service knowledge and accurate information to customers and colleagues.
6. Ensure ongoing success of staff training, coaching and development processes by having clear understanding of the Team Leader role and implementing effectively. This will include leading staff coaching and Live Feedback procedures and actively participating in development and delivery of in-house training to the Audience Experience team. Help set performance best-practice by sharing successes and providing feedback as appropriate.
7. Lead by example by answering customer queries (telephone, email and livechat), operating Ticket Desks and assisting with other sales and administrative activities, including dealing with queries, exchanges, group sales, and complimentary ticket requests, as required.
8. Reconcile sales transactions in the Box Office and adhere to the Centre's Financial procedures. Ensure that all financial discrepancies are followed up as appropriate.
9. Be responsible for all team uniform stock taking procedures, including re-ordering and distribution, and ensuring allocation of staff lockers when appropriate.
10. Work, alongside Ticket Sales Managers, to assist with ticketing and event set-up requests and inquiries from internal and external colleagues, partners and stakeholders.
11. Ensure that rigorous attention is paid in relations to health and safety regulations and in the event of an emergency take control of designated areas by initiating procedures as outlined.



12. In line with the Barbican's Brand Values, support the provision of an excellent customer experience by administrating the Customer Comments procedures and report on customer feedback making recommendations for improved service as appropriate.
13. Deputise for Ticket Sales Managers as required including assisting the management of front-line ticket sales desks.
14. 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.
15. To undertake any other duties that may reasonably be requested appropriate to the grade
16. 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.
17. 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.
18. To undertake any other duties that may reasonably be requested appropriate to the grade

Person Specification

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Department	Audience Experience, Barbican Centre
Grade	B

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.

Professional Qualifications / Relevant Education & Training

- Ability to work under front line pressure, whilst maintaining a positive and flexible approach. (A,I)
- Supervisory experience within a customer service and sales environment to include recent hands-on delivery experience. (A,I)
- Team player with ability to work on own initiative. (A,I)
- Well presented, positive and versatile with excellent communication and organisational skills. (A,I)
- A diplomat who can diffuse difficult situations with a calm, positive approach. (I)
- The ability to negotiate and work with people at all levels is essential. (I)
- An eye for detail. (A,I)
- Customer focused with the ability to lead others. (A,I)
- Financial awareness including cash handling and reconciliation experience and associated budgetary costs. (A,I)
- Proficiency with IT systems (particularly MS Office) (A,I)

Experience Required, including Budget Holding Experience (if appropriate)

- Experience in a Front of House environment and/or computerised ticketing system. (A,I)
- Experience of a high-volume sales environment incorporating multiple / communication channels. (A,I)
 - Experience in providing training, support and coaching to a sales-through-service team. (A,I)

Other Relevant Information eg. working hours

- 35 hours per week.

- Team Leaders work on a rolling 4-week rota across 7 days a week.
- An ability to work unsocial hours is essential as Team Leaders service events and performances.

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 salary range for this job is £24,880 - £27,820 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

One position is offered on a permanent basis, the second position is offered on a 12 month fixed term basis.

Hours of Work

The hours of work is 35 hours per week shift pattern over Monday-Sunday, 7 hours per day with 60 minute unpaid lunch, 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.