



Job Summary

Landmark Theatres is looking for a Ticketing & Audience Insight Assistant to join their team in Peterborough. The ideal candidate will have experience of working with Spektrix CRM system in a busy box office environment. We are seeking a proactive individual with a good attention to detail and excellent problem-solving skills. If you have a passion for arts and culture and enjoy working in a fast-paced environment then this could be the perfect opportunity for you.

About Landmark Theatres

Landmark Theatres is a portfolio of regional venues in North Devon and Peterborough receiving a wide variety of arts and cultural opportunities for local communities. This includes major touring productions, high-profile live music acts, big-name stand-up comedy, dance, superb theatre and new writing. We also produce high-quality Musicals, Drama and Family productions including our annual family Pantomime in Peterborough.

Our venues consist of: Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats). We are the largest new theatre entrant to Arts Council England's National Portfolio (23-26) and are working with a number of high-quality partners such as Birmingham Royal Ballet, The National Theatre and Paines Plough.

We receive an annual grant of £1 million a year for the current three-year funding cycle from 2023-24 to 2025-26 to ensure that Landmark Theatres can deliver an ambitious artistic mission, driving quality work, inspiring and developing new talent for and with the audience we serve across North Devon and Peterborough. This funding is a great vote of confidence in our potential to deliver to areas previously underinvested in culturally. We are now building a new producing theatre organisation outside London – for the first time in a generation.

The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as ACE have broadened the companies' ambitions against their Let's Create Strategy.

We pride ourselves on an in-depth understanding of the locations in which we operate. Working in areas of lower cultural engagement across the UK. We are respectful and responsive to local priorities, deliver innovation and work in partnership to empower our communities. We deliver a breadth of creative activities and ways in which our communities can engage whether that be as an audience member, participant, decision maker or through developing talent.

landmarktheatres.co.uk/



Landmark Theatres is a value-led organisation: innovate, include, collaborate, empower, sustain. We are committed to being diverse and inclusive and to making our workforce representative of different backgrounds and experiences of the communities we serve.

LANDMARK THEATRES LTD

Ticketing & Audience Insight Assistant

Job description

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| Job Title: | Ticketing & Audience Insight Assistant |
| Responsible to: | Ticketing & Audience Insight Manager |
| Place of Work: | Peterborough |
| Hours of Work: | 20 hours a week, including some evening and weekend work |
| Salary: | £11.44 per hour |
| Contract: | Permanent Contract |
| Pension: | Company Pension Scheme available |
| Start Date: | As soon as possible |

OVERVIEW OF THE ROLE

To assist the Ticketing & Audience Insight Manager in maximising income from tickets and other sales and providing excellent service to all customers, artists and visiting companies. To support the running and day to day operations of the box offices across all Landmark Theatres. This includes customer enquiries, taking bookings (both in person and over the phone) and assisting with group and third-party bookings. Provide technical support via Spektrix system across our 4 theatres. This role will be part of the Content team working closely with colleagues in programming and marketing to ensure timely delivery of on sales, support with setting up offers, requests from visiting companies, show cancellations and customer enquiries and complaints.

The role is subject to a 6-month probation period to ensure the successful candidate is suitably supported to carry out their duties. For this role we would require a 1 month notice period.



Key Responsibilities

- Providing a welcome to all customers as they enter our theatres, offering information and advice to maximise sales.
- Assisting with ticketing requirements and reconciliation of group and education bookings.
- Plan and implement event set ups on the ticketing system (Spektrix) , pricing and on sale schedules and liaison with visiting companies in consultation with the Ticketing & Audience Insight Manager and Group Marketing Manager.
- Assist in allocating, updating and reconciling ticket allocations as requested by visiting companies.
- Support with training of Customer service assistants (Ticketing)
- Acting as the escalation point in the absence of the Ticketing & Audience Insight Manager
- Have excellent knowledge of current and future performances, related activities, promotions and products across our theatres.
- Supporting the work of other departments by assisting them with, and providing information from Spektrix
- Liaise with Spektrix regarding system updates, resolving issues, training and enhancements.
- Monitor sales, seat availability, respond to changes required, maintain a high standard of attention to detail
- If events are postponed or cancelled, work with the wider team to contact and update customers.
- Ensure customer data is maintained in compliance with the Data Protection Act (GDPR).
- Produce reports on sales activity, customer demographics and analysis as required.
- When working on the box office, be responsible for ensuring a welcoming and safe environment.

Access

As a value-led organization committed to diversity and inclusivity, Landmark Theatres encourages its employees to implement and adhere to the provisions of the Equality Act 2010.

- Ensure that all customers and visiting company members receive equal and exceptional service and have equal access to our theatres and performances.
- Maintain awareness of the diverse needs of visiting companies and audiences with a wide range of requirements and ensure those needs are accommodated appropriately.
- Ensure our box office supports the access needs of visitors.
- Ensure our booking channels are meeting the access needs of our audiences.



- To take positive action to promote Diversity and Inclusion in all aspects of the work of Landmark Theatres, engaging fully with all initiatives to promote diversity within Landmark Theatres.

Person Specification

Essential

- Ability to be flexible and respond to changing situations.
- Excellent timekeeping skills, conscientious and punctual.
- Ability to negotiate and be assertive when necessary.
- Friendly and approachable manner with a commitment to providing the highest standards of customer service, both internally and externally
- Excellent telephone manner
- A Passion for Arts and Culture
- Excellent organisational skills, with an ability to prioritise and work well under pressure.
- Attention to detail, with the ability to work accurately and quickly without supervision.
- Creative, with a positive, 'can do' attitude.
- Strong communication and interpersonal skills, and an ability to work well as part of a team (both within the marketing team and the organisation as a whole).
- Strong IT skills.
- Experienced in an administration, sales or box office role
- Experience in using CRM

Desirable

- Experience in using Spektrix

The job description for this position may be reviewed and amended to incorporate the future needs of the department and organisation. This job description is intended as a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and is subject to review.

Landmark Theatres Ltd is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people of all walks of life and all class backgrounds. We welcome applications from people who are under-represented in our organisation and/or arts organisations in general.



Landmark Theatres Ltd is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, and reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). The successful candidate must be willing to undergo an enhanced Disclosure and Barring Service check (at Landmark's expense) if a job offer is made subject to this being obtained.

To apply for this role please complete the application form and equal opportunities monitoring form found on our website <https://keytheatre-peterborough.com/about-us/careers/> and return to jobs@landmarktheatres.co.uk with Ticketing & Audience Insight Assistant in the subject line. The closing date for applications is midnight on 01/04/24. Interviews will take place at the at The Key Theatre Peterborough on WC 8th April.

All applicants will receive a response regardless of the shortlisting outcome.