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Sadler's Wells

**Customer Service Operations
Manager (Ticket Sales)**



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Welcome

Thank you for your interest in joining Sadler's Wells. This is a customer facing role which will make a fundamental contribution to our recovery, future growth and development. We hope also that it will be a great opportunity for you in your own career.

Sadler's Wells holds fast today to the vision that Lilian Baylis instilled here almost a century ago: that great art should belong to everybody. Our mission is to make and create dance that inspires us all, and our vision is to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

When artists and audiences talk about Sadler's Wells, they use the words: 'innovative, exciting and risk-taking'. Trying new things is part of our core purpose, and it's more important today than it has ever been.

This is an exciting and complex time in the theatre's history as we recover from the impact the coronavirus pandemic has had on our business model and work towards opening a fourth venue in Queen Elizabeth Olympic Park in east London in 2023.

This role will offer you the opportunity to bring your ideas, passion, knowledge and experience to Sadler's Wells. In return, the successful candidate will be part of a strong and supportive team in a world class arts organisation.



Background Information

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

In normal times, over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' colleagues.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London.

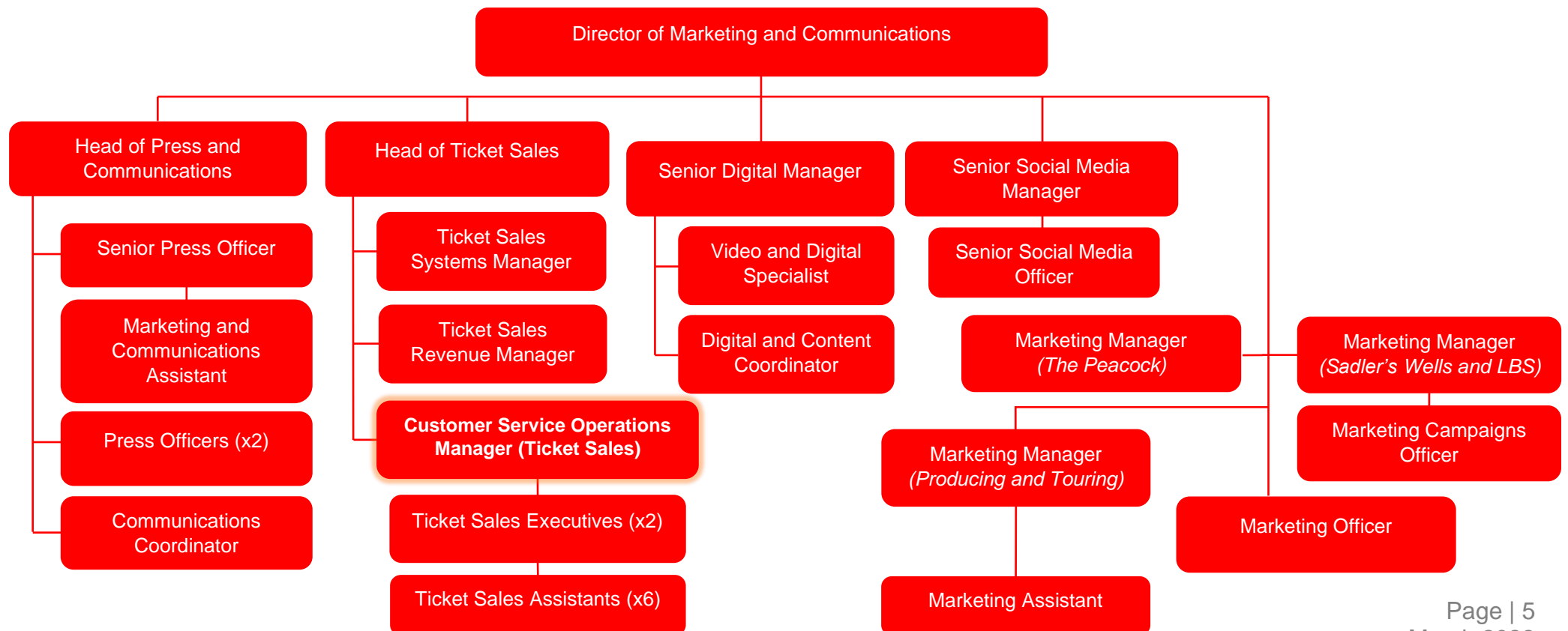
Sadler's Wells' new space will house a 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop theatre academy, all planned to open by the end of 2023

The Department

The Ticket Sales team provides a friendly, knowledgeable, and professional service to customers, promoters and artists, seven days a week, and follows the principles of the Sadler's Wells Visitor Experience. Income generation is key to our survival as a charity. As the main public-facing point of contact for customer interactions and ticket and membership sales, the Ticket Sales team plays a key role in developing customer relationships and maximising sales.

The Ticket Sales team sits within the wider Marketing and Communications department, led by the Director of Marketing and Communications, and works closely with the Marketing team. The Ticket Sales team provides a service for all three Sadler's Wells auditoria, and occasional off-site performances, via all sales channels, currently website, phone, agency, and counter sales.

The Marketing and Communications department:



The Role

This is a role with responsibility for managing the operations for the Ticket Sales team, to drive occupancy and ensure as a team, excellent service is consistently delivered to all customers, departments, and companies we work with.

The Customer Service Operations Manager (Ticket Sales) reports to the Head of Ticket Sales and works closely with the Visitor Experience and Marketing teams.

What are my responsibilities?

Customer Service

- Provide an excellent experience for customers in respect of ticket sales, memberships and other services offered by the Ticket Sales team
- Ensure an excellent standard of customer service is consistently provided by all Ticket Sales staff whilst also maximising sales opportunities and achieving financial targets
- Work collaboratively with colleagues from across the organisation, in particular the Visitor Experience team, to deliver a seamless and positive service experience for all customers
- As part of the Ticket Sales Management team, identify, develop and implement sales and customer service opportunities
- Line manage and work with the Ticket Sales Executives to review and improve day-to-day processes, ensuring they support Ticket Sales in delivering excellent customer service and maximising sales opportunities
- Ensure customer feedback is responded to appropriately and in a timely way, to maximise loyalty and sales
- Ensure group bookings, access, membership and other tailored services (e.g. for internal departments and external companies) are appropriately delivered, information communicated and working

with internal departments and external stakeholders as necessary

- Manage ticketing services for Internal departments and Visiting Companies and provide reports and data as necessary
- Devise and communicate operational and sales performance metrics with relevant teams

Operations and resourcing

- Be responsible for the effective resourcing of the Ticket Office, payroll, and monitoring staffing levels and the rota in line with peak and off-peak booking times
- Oversee group and education bookings and allocations, liaising with the Ticket Sales Revenue Manager and the Marketing and Learning and Engagement teams, to ensure maximum sales generating opportunities
- Manage and deliver ticketing processes including mark backs, fulfilment of agency sales and call overs as required with the Ticket Sales Executives
- Setting up shows, pricing and promotional activity on our CRM system, Tessitura as required
- Advise the Head of Ticket Sales and work with them in devising and implementing forward-looking efficiency strategies
- Monitor performance, primarily using the CRM and Contact Centre systems, and respond with appropriate adjustments to resources

- Analyse and communicate reports on statistics, Key Performance Indicators and performance success and identify areas for development
- Communicate performance targets and results with the Ticket Sales team and across the organisation
- On a rostered basis, act as Ticket Sales Executive, leading the Ticket Office for incomings and liaising with the Front of House Management team
- Ensure all financial and policy matters are managed in strict accordance with Sadler's Wells' policies and procedures
- Maximise income and minimise expenditure without loss of quality in all areas of responsibility
- Attend staff meetings, training sessions and other events which may take place outside normal working hours
- Undertake other duties as may be reasonably required
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premise

General

- Lead and motivate the Ticket Sales team in the training of colleagues on Ticket Office software, systems and operational processes and ensure that documentation, training, policies and procedures is regularly reviewed and updated

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.



Ticket Office at Sadler's Wells © Philip Vale

Who should apply?

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Skills and Experience

Essential

- Proven record of working and managing in a sales environment
- Experience and knowledge of managing a sales team
- Experience of making data-driven decisions
- Computer literate, and a good knowledge and understanding of CRM and ticketing systems
- Experience of financial reconciliation
- Good time management and prioritization skills
- Exceptional attention to detail
- Excellent communication and collaborative working skills, with both internal departments and external partners and stakeholders
- Must currently hold the right to work in the UK

Additional, but not essential:

- Knowledge of the London theatre market and dance sector
- Interested in, or curious about, dance



Ticket Office at The Peacock © Sadler's Wells

Why work for us?

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages, so we see ourselves in each other.

- You will be offered a salary of £33,000 per annum based on working 35 hours per week, plus an additional paid meal break each day
- You will get 25 days annual leave per annum, with an additional three days after five years' service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- You will have access to our comprehensive Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in learning and project opportunities to develop personally and professionally, and support your career journey
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a death in service insurance policy covering twice your annual salary
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets to employees (subject to availability), and a staff discount at the Garden Court Café
- We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles
- We celebrate diversity in the dance we share and showcase, and in our workplace. We are working hard to be more inclusive and increasing access both on stage and off and have several anti-racism commitments to make lasting changes in the way we work

Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply [here](#).

If you would like support or have any queries regarding the format or submission of the application, please contact us on recruitment@sadlerswells.com.

We welcome applications from people from all backgrounds who feel they align with our mission, vision and values. We are international and multicultural on our stages, and we want to reflect that in our organisation. By celebrating difference and incorporating diverse points of view and experiences, we can become closer to our artists, audiences and the communities we serve.

We are proud to be a Disability Confident employer meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells also works collaboratively with Parents in Performing Arts (PiPA) in efforts to support parents and carers within the industry.

Closing date for completed applications is 11.59pm GMT on Sunday 20 March 2022. Interviews will take place as soon as possible after this date.