



Ticket Sales Assistant

Part time position

About Sadler's Wells

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.

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' staff.

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 academy, all planned to open at the end of 2022.

The Department

The Ticket Office is based at Sadler's Wells Theatre with an annexe at Peacock Theatre. Responsible for the sale and distribution of up to 600k tickets and up to £15m revenue generated from ticket sales, the Ticket Office also handles external, off-site events.

The Role

Ticket Sales Assistants are responsible to the Head of Ticket Office.

The principal responsibility of Ticket Sales Assistants is to maximise theatre revenues through ticket sales and give excellent customer service. Ticket Sales Assistants are required to look smart and presentable when dealing with the public, including wearing Sadler's Wells' uniform, which will be supplied by the company. Staff will be required to work as directed at Sadler's Wells, the Lilian Baylis Studio, the Peacock and any other venues/sites associated with the work of the Trust or its associated companies.

Key responsibilities

- Sell tickets by phone, across the counter and to assist online purchases, for ticketed events in all Sadler's Wells and associated venues
- Sell/reserve additional facilities relating to a patron's visit to the theatre, including mailing list and memberships, merchandise, car park spaces, restaurant options and any other ancillary products as required
- Provide excellent customer service to Sadler's Wells patrons, visiting companies, Associated Companies and internal clients

Other Duties will include:

- Accurately capturing patrons' details at point of purchase, ensuring that data protection procedures are adhered to at all times
- Reconciling a daily float and own takings with a computer print-out at the end of each shift
- Proactively seeking opportunities to up-sell, cross-sell and promote any service as directed by the Head of Ticket Office.
- Keeping abreast of and following guidelines concerning returns, on-sales, mark-backs and any other directive as issued by the Ticket Office Duty Manager.

- Liaising with and undertaking bookings for appointed and authorised ticket agents and retailers
- Facilitating group bookings and following up on unpaid reservations
- Facilitating bookings for members of the Access Scheme, Community Engagement, Friends, Sponsors, Patrons and any other Sadler's Wells associated scheme
- Facilitating show and event incoming's at all Sadler's Wells venues
- Selling memberships, theatre merchandise or any other ancillary service or product as advised
- Assisting patrons undertaking internet bookings and facilitate and respond to customer queries
- Liaising with Sadler's Wells staff and visiting companies to facilitate the smooth operation of all events and maintain a high quality of service provision
- Undertaking general administrative duties under the direction of the Ticket Office Management team

All the above to be performed in accordance with the Sadler's Wells service delivery standards.

- Keep informed of relevant Trust activities including forthcoming events, ticket schemes, policies and ticket sales procedures
- Work within the financial controls and security measures in place at Sadler's Wells
- Maximise income and minimise expenditure without loss of quality in all areas of responsibility
- Attend occasional staff meetings and training sessions, which may take place outside normal working hours
- 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' premises

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.

What we are looking for

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

Essential

- Experience of working in sales environment and/or with a CRM or ticketing system, preferably Tessitura (training will be provided)
- Experience of cash handling including reconciling payments with sales
- Experience of dealing with the general public and providing excellent customer service
- Excellent communication skills on the telephone, face to face and written
- Commitment to providing excellent service and support to all of the theatres' users
- Punctuality, reliability and a presentable appearance
- Must be available to work evenings, weekends and Bank Holidays during the Trusts ticketing opening hours which may vary from 9am to 8pm, Sunday to Saturday

Desirable

- Interest in working in an arts organisation

Terms and conditions

Preferred starting date: As soon as possible. Training will be due to take place on the week commencing Monday 2 December 2019.

Salary £11.23 per hour plus benefits, increasing to £12.24 per hour on successful completion of probationary period, based on working 20 hours over any five out of seven days per week.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

The company offers:

- Employee Assistance Programme (EAP) – Free confidential support service.
- Season Ticket Advance – Interest free loan to purchase a home to work travel ticket.
- Cycle to Work Scheme.
- Death in Service Benefit – Equivalent to twice your annual salary.
- Staff discount at Garden Court Café.
- Discounted performance tickets (subject to availability).

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

Please submit the online application form by 11.59pm Tuesday 12 November 2019. Late applications will not be considered.

Interviews will take place on Wednesday 20 & Thursday 21 November 2019.

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