



EDINBURGH INTERNATIONAL FESTIVAL

TICKETING SPECIALIST ASSISTANT

Job Title: **Ticketing Specialist Assistant**

JOB PURPOSE

The role of the Ticketing Specialist Assistant (TSA) is to deliver an efficient and well-organised box office service for internal teams at the Edinburgh International Festival. Ticketing Specialist Assistants may also be required to assist with selling tickets and be part of the ticketing team rota when not required for the specialist role. Ticketing Specialist Assistants will need to display excellent communication skills and always maintain the highest standard of customer service.

We believe that being inclusive and diverse across all areas of our work helps us bring the best international festival to Edinburgh. We believe that an inclusive culture is the foundation for a successful workplace, and we strive to grow our diverse representation across our staff, our artists and our audiences.

We are committed to equality of opportunity and welcome applications from individuals, regardless of their backgrounds and life experience.

RESPONSIBILITIES

- Liaise between the ticketing team and internal departments, such as artists or media, to facilitate internal ticket requests.
- Maintain accurate records.
- Ensure internal ticket orders are delivered on time.
- Inform customers of all relevant information about Edinburgh International Festival events.
- Actively sell tickets on the Edinburgh International Festival's ticketing system (Spektrix) and upsell relevant offers, memberships, and related products.
- Fulfil internal ticketing requests as required.
- Maintain customer accounts with up-to-date information.
- Ensure adherence to the company's data protection policies and procedures.
- Batch print tickets, preparing for posting and event collection.
- Ensure secure cash handling, signing off personal takings at the end of shift.
- Remain fully up to date with all box office procedures.
- Fulfil additional administrative duties to support Ticketing Team Leaders as required.
- Maintain customer service excellence.

PERSON SPECIFICATION

Essential

- Passionate about good customer service with proven experience in a customer environment.
- Energetic, creative team player.
- Excellent interpersonal and telephone skills.
- Confidence to proactively up-sell and cross-sell over the phone and in person.
- Good working knowledge of Microsoft Office.

Desirable

- Working knowledge of computerised ticketing systems.
- A passion for live performance and the arts in general.
- Experience of working within the media.

Additional Information

The Festival ticketing team will initially be between three and six staff, rising to 20 during peak festival/event booking times.

Some Festival events will be staged at venues around the city, and on-site working may be required.

Terms and Conditions

Minimum 25 hours. During peak times and throughout the duration of the festival there will be an opportunity to take on increased hours.

Shift patterns may vary between the hours of 9am and 9pm and include weekend working.

Contract type	Temporary (minimum 25 hours per week) 10 May 2021 until 29 Aug 2021.
Salary	£10.00 per hour
Holiday entitlement	12.1% of hours worked
Pension Scheme	The International Festival will comply with the employer pension duties in accordance with Part 1 of the Pension Act 2008, as amended or replaced from time to time.