

# Job Description

**1. Date:** August 2017

**1.1 Post Title:** **TKTS Sales Team Manager**

## **1.2 MAIN PURPOSE OF JOB**

To oversee the smooth running of the TKTS sales office. To line manage the TKTS Sales Supervisors and the TKTS Sales Advisors team. To assist in the planning, implementation and upkeep of the TKTS induction process, customer care training and system training for TKTS Sales Supervisors and Sales Advisors, and to assist in the effective operational processes of TKTS and associated channels. To maximise sales at TKTS by negotiating best possible allocations and prices for seat inventory.

## **1.3 POSITION IN ORGANISATION**

Name and position of Line Manager: TKTS Manager  
Responsible For: TKTS Sales Supervisors and TKTS Sales Advisors

## **1.4 MAIN ACCOUNTABILITIES**

- To ensure the daily sales operation runs efficiently by directly managing TKTS Sales Supervisors and TKTS Sales Advisors
- Ensuring allocation levels are constantly monitored and topped up
- Monitor performance of TKTS Sales Supervisors and TKTS Sales Advisors escalating any concerns to the TKTS Manager
- Ensure financial controls are in place with regard to individual till and end of day reconciliations, referring any discrepancies to the TKTS Administration Manager immediately.
- To work on Sundays as part of the working week when required
- To ensure the TKTS information screens, web pages, signage and poster sites display accurate and up-to-date information at all times.
- To hold regular one to one meetings with the TKTS Sales Supervisors
- Responsible for training of ticketing system and customer service standards.
- Implementing policies and procedures as required by the TKTS Manager and/or Head of Sales and Ticketing.
- Oversee and administer the trade night ticket allocations ensuring fair distribution and accurate records are maintained.
- Oversee the allocation mark-back and final reporting process.
- To assist the TKTS Administration Manager in building / IT works or projects as required.
- To maintain basic understanding of key processes for the TKTS ticketing system and assist in system setup as necessary.
- Assisting the SOLT marketing department with TKTS social media.

## 1.5 SHARED ACCOUNTABILITIES

- In the absence of the TKTS Manager, to be jointly responsible, along with other TKTS Managers, for the efficient and effective day to day operation of the TKTS booth.
- Shared responsibility with TKTS Management team for building security, including opening and closing the TKTS building and responding to out of hours' alarms.
- Shared responsibility to monitor customer care related posts on all TKTS media accounts. Responding to customer care related queries.
- To undertake financial audits as required.
- Handling and supervision of banking as required.
- To cover for TKTS Supervisors in their absence
- To assume window sales responsibilities as required by business levels
- To keep abreast of all developments in the West End including new productions, recommended ages, cast changes etc.
- To undertake and assist with promotions and marketing initiatives as they arise
- To maintain a safe and secure working environment.
- To undertake any other duties as reasonably required.

## Person Specification – TKTS Sales Team Manager

Competency		Attributes	Essential/ Desirable
<b>Experience</b>	1.1	Minimum 3 years' experience of working in a sales environment	Essential
	1.2	Minimum 1 years' experience of staff leadership, management, staff training and development	Desirable
	1.3	Experience of event ticketing	Essential
	1.4	Previous experience of working in an Arts environment	Desirable
<b>Knowledge</b>	2.1	Detailed knowledge of West End theatres and productions	Essential
	2.2	Geographical knowledge of London	Desirable
	2.3	Commitment to equality and diversity	Essential

<b>Skills/ Abilities</b>	3.1	Leadership skills with the ability to inspire staff to deliver best possible standards of service	Essential
	3.2	Excellent interpersonal skills	Essential
	3.3	High level of numeracy	Essential
	3.4	Keen eye for detail	Essential
	3.5	Excellent presentation skills	Essential
	3.6	Ability to remedy problems using own initiative	Essential
	3.7	Diplomacy	Essential
	3.8	Self-motivated and enthusiastic	Essential
	3.9	Fluent in Microsoft Office packages	Essential
	3.10	Desire and ability to work effectively as part of a team maintaining a positive outlook at all times	Essential
<b>Qualifications</b>	4.1	Educated to A level (or equivalent), with minimum GCSE Grade A-C Mathematics and English	Desirable
	4.2	Foreign language	Desirable
	4.3	Evidence of continuous personal development	Desirable