



# **EDINBURGH INTERNATIONAL FESTIVAL**

## **TICKETING TEAM LEADER**

Job Title: **Team Leader**

Reports to: **Ticketing Manager/Assistant Ticketing Manager**

## **JOB PURPOSE**

The role of the Ticketing Team Leader is to supervise and deliver an efficient, high-quality box office service to all Edinburgh International Festival customers booking across all sales channels – In person, online and over the telephone. The Ticketing Team Leader will need to display excellent communication skills and ensure the highest standard of customer service is maintained throughout the ticketing team.

## **RESPONSIBILITIES**

- Brief the ticketing team daily with relevant information and updates about Edinburgh International Festival events
- Assign Ticketing Assistants to counter/telephone sales points and organise the adequate breaks within the team
- Work alongside the Ticketing Managers to provide relevant and ongoing training to the Ticketing Assistants
- Actively sell tickets on the Edinburgh International Festival's ticketing system (Spektrix) and upsell relevant offers, memberships, and related products
- Answer customer queries via telephone, email, and customer service platforms
- Ensure adherence to the company's data protection policies and procedures
- Maintain accurate records and assist with updating the database
- Batch print tickets, preparing for posting and event collection
- Remain fully up to date with all box office procedures and brief the team accordingly
- Facilitate internal ticketing requests including Artist, Media, Donors, Sponsors and VIPs as required
- Fulfil additional administrative duties to support the Ticketing Team as required
- Maintain customer service excellence
- Act as the Ticket Office Duty Manager when required

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.

## **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 in leading a team
- Good working knowledge of Microsoft Office

### **Desirable**

- Working knowledge of computerised ticketing systems
- A passion for live performance and the arts in general

### **Additional Information**

The Festival ticketing team will initially be between four and eight 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.

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### **Terms and Conditions**

Minimum 20 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.

<b>Contract type</b>	Temporary (minimum 20 hours per week) March until 2 September 2022
<b>Salary</b>	£11.30 per hour
<b>Holiday entitlement</b>	12.1% of hours worked.
<b>Pension Scheme</b>	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.