

MOUNTVIEW

Job Description

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| JOB TITLE: | Ticketing & Welcome Team Manager |
| RESPONSIBLE TO: | Head of Facilities & Operations |
| RESPONSIBLE FOR: | Deputy Ticketing & Welcome Team Manager Welcome Team Assistants |
| WORKS CLOSELY WITH: | Facilities and Operations Staff Marketing and Development Staff |

ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

MAIN PURPOSE OF POSITION

The Ticketing & Welcome Team Manager is a key member of Mountview's front of house team, comprising Duty Managers, Premises Officers, Venue Assistants, Housekeeping, Ushers and the Welcome Team.

Reporting to the Head of Facilities & Operations, the post holder is responsible for managing, supervising and training the Welcome Team; providing a ticketing service for all Mountview shows and events, both in-house and external hires; providing a first class Reception service, promoting and selling Mountview's studio spaces and meeting rooms for rehearsals, meetings, community events and other commercial uses; and acting as a vital link between Mountview's audiences, visitors and building users.

KEY RESPONSIBILITIES

Welcome Team Management

- Manage and supervise the Welcome Team, ensuring that sales targets are met and the highest standards of customer service are provided to ticket buyers, visitors and building users at all times.

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- Ensure the Welcome Team is fully up to date with show, company and sales information, and encourage the upselling and cross-selling of donations, Patrons schemes, room hires etc.
- Ensure the Welcome Team has up-to-date records of room bookings and timetabled events using our scheduling system ASIMUT.
- Ensure the Welcome Team has up-to-date staff lists, details of emergency services, taxi services, transport links etc.
- Brief the Welcome Team at the beginning of every shift and delegate tasks as necessary.
- Work with the Marketing and Development teams and Industry Liaison Manager to manage company tickets, VIP and industry bookings, and special offers and promotions.
- Work with the Deputy Ticketing & Welcome Team Manager to train the Welcome Team in all relevant policies and procedures, identifying further training needs on an ongoing basis.

Welcome Desk

- Ensure that the highest standards of Welcome are provided to all ticket buyers, visitors, students, staff and building users at all times.
- Provide a full Reception service for all visitors, hirers and contractors in liaison with Operations Duty Management.
- Together with Student Services and Operations, the management of security / access passes to include creation and issuance / distribution.

Ticketing and Ticketing Systems

- Oversee the operation of Mountview's ticketing system Spektrix for use at Mountview's on-site theatres and at external venues, as appropriate.
- Ensure that online, telephone and in-person booking are running smoothly at all times and bookings are carried out accurately.
- Prepare seating plans, allocate departmental holds and be responsible for releasing holds to public booking/student rush in a timely fashion.
- Set up ticketing for events and shows for external hires.
- Liaise with the Production and Operations teams on technical holds and access seating.
- Liaise with the Marketing team to set up ticket discount schemes and monitor their use.
- Liaise with local schools and community groups to offer complimentary tickets as agreed with the Marketing and Participation teams.
- Liaise with the Marketing team on the set up of Dot Digital communications for show pre-visits, open days and other events.
- Work with papering companies to fill unsold seats as appropriate.
- Ensure a presence at show dress rehearsals and liaise with Operations and Production teams in the preparation of show information such as show knowledge and content, running times, latecomers' points and show content warnings etc.
- Liaise with Duty Management on show incomings to ensure the seating of audiences runs smoothly.
- Deal with emergency and last-minute seating requirements.
- Run sales reports and data collations as required.
- Troubleshoot technical issues and support the Welcome Team while issues are being resolved.
- Be the point of contact with Spektrix, keeping tabs with system development and to ensure that software is updated.
- Ensure business critical issues are reported to IT support and senior management.
- Contribute to Theatre Production Arts Student development through the provision of talks on ticketing and show set up.

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Development

- Work with the Development team to ensure that all donors and Mountview Patrons are provided with first class customer service.
- Ensure the Welcome Team is fully up to date with benefits available to Mountview Patrons.
- Ensure the Welcome Team is fully up to date with donation and membership opportunities and that donations and memberships are proactively promoted.

Classes, Events and Hires

- Welcome visitors to Mountview, directing them to classes, events and other activities within the building.
- Ensure that the Welcome Team is fully up to date with classes, events and other activities within the building, and that tickets for these are booked appropriately and accurately.
- Provide information on room hires to potential bookers and carry out venue tours as needed.
- Manage small room bookings, in collaboration with the Sales & Events team.
- Take payments for room bookings and log appropriately on our internal room booking system ASIMUT.

Finance and Administration

- Ensure that box office takings are reconciled correctly for Finance team processing, ensuring strict adherence to financial policies and procedures and audit and security requirements.
- Ensure that the Welcome Team accurately records customer information and provide audience statistics to senior management for reporting purposes as required.
- Ensure that the Welcome Team is fully up to date with GDPR and Safeguarding best practice and that the Welcome Team is complying with relevant policies.

Health and Safety

- Maintain the highest standards of health and safety at all times.
- Ensure that health and safety issues are reported through the appropriate channels.
- Log any accidents in line with Mountview's accident reporting procedures.
- Ensure that the Welcome Team is fully up to date with building evacuation procedures.
- Be a key support to the Duty Management team in the management of emergency evacuations.

Other Duties

- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Undertake and oversee general office support work as required.
- Any other duties as may be reasonably required.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

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The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act and General Data Protection Regulation (GDPR) 2018 and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where role and responsibilities allow. This is not a contractual right and is reviewed periodically. Mountview reserves the right to require the post holder to be in the office at any time during the working week.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £30K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, 5 days out of 7 on a rota basis, with appropriate unpaid breaks. Working hours are between 8.30am and 8.30pm, depending on show times. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Tuesday 28 May at 9am**.

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

HOW TO APPLY

Please send your **current CV** with a **covering letter** and a **completed equal opportunities monitoring form** to Alistair Owen, People & Culture Manager, at alistairowen@mountview.org.uk

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.