

TICKETING MANAGER

The Postal Museum is one of the newest and most exciting museums in London. We opened in 2017 and have already established the museum as a must-visit destination with award-winning experiences. Alongside hands-on exhibitions exploring over 500 years of British social and communications history, visitors can experience a subterranean ride through the tunnels of the old Post Office Underground Railway – Mail Rail. The museum welcomes over 160,000 visitors and our online content reaches almost a million users a year. We deliver award-winning learning, access and outreach programmes and provide unique experiences including popular Tunnel Walks under the streets of London. The museum also operates a children’s play space – Sorted! – popular with young families and schools. Alongside all this we offer one of the most unique venues in London for corporate hire and filming.

Based: Central London – hybrid working and flexible hours.

Salary: £30,000

Hours: 35 hours per week

Probation Period: 6-months

Responsible for: Three Hosts and two Coordinators

Reports to: Head of Operations & Commercial

Contract: Permanent

PURPOSE OF THE JOB

The Ticketing Manager will work in the museum’s Operations & Commercial Department and will lead the Box Office Team and be responsible for the interaction and customer service via a range of channels that include, but are not limited to, phone, email, letters.

The post holder will lead the team, through development and training, to ensure they are always prepared to handle all enquiries and bookings for TPM, including the school’s learning programmes, group and travel trade bookings, and visitor queries; ensuring the team are adhering to the highest level of customer service and are achieving the agreed procedures, KPIs and SLAs that need implementing.

The Ticketing Manager will also be responsible for reporting on some of the museum’s key performance indicators (KPIs). The role will work closely with the Marketing & Communications Department to generate reports that inform campaign and audience development through ticket sales and audience behaviour data.

FUTURE DEVELOPMENT OF THE JOB

Following successful completion of the probation period, the post holder will be provided with support from the Executive Team and partners to:

- Contribute to the development and implementation of a CRM system.
- Contribute to the procurement, development, and implementation of a new ticketing system.
- Develop skills to analyse, report and present data to inform business planning.
- Use data to improve customer service and visitor experience.
- Develop a data framework to centralise data extrapolation and reporting.

Salary will be reviewed accordingly.

PERSON SPECIFICATION

EXPERIENCE

(Essential criteria)

- Proven experience in leading and managing a customer service team in a booking office or call centre environment.
- Experience of effectively developing, leading, and motivating a team.
- Experience of reporting on data to support the organisation.
- Experience of successfully managing a diverse range of projects.

(Desirable criteria)

- Experience of successfully managing change.
- Experience of managing a Box Office in a visitor attraction.
- Experience of implementing and managing contracts.
- Experience working with Gantner's sales software, ReCreateX (RCX).
- Experience of working with CRM systems.

SKILLS/KNOWLEDGE

- Proficient in Microsoft Office, ticketing and point of sale (POS) software.
- Demonstrable ability to produce reports on data.
- Ability to communicate effectively both verbally and in writing to high standard.
- Ability to build successful working relationships.
- Practical working knowledge of legislation relating to Data Protection/GDPR regulations and its implementation in a visitor focussed environment.
- Ability to implement new ideas, taking initiative from planning to completion.
- Ability to successfully prioritise and coordinate own and team outputs.

PERSON

- Flexible and adaptable to change.
- Positive attitude, proactive and ability to work on own initiative.
- Ability to be creative, generate new ideas and pursue opportunities.
- Calm under pressure and confident in challenging situations.
- A passion for exceeding customer expectations and supporting internal teams.

JOB DESCRIPTION

Key Responsibilities and Duties

Box Office & Ticketing

- Manage the ticketing functions for TPM, providing a high-performing ticketing and customer service to maximise revenue from public and trade sales, membership, and other offers.
- Effective line management of a high performing and proactive Box Office team.
- Work with the IT & Systems Manager and Web Manager to ensure the upkeep & development of all ticketing-related software.
- Create, track and reconcile internal and external TPM promotion of ticketed activities.
- Support Senior Visitor Experience Manager (SVEM) to develop customer service KPIs, maintain RCX and the operation.
- Use feedback and data to improve the customer online and onsite journeys.

Financial and Commercial Management

- Work with the Marketing Manager to manage trade activity and external promotions.
- Responsible for Box Office budgets for staffing and resources (software/hardware).
- To work with the Management Accountant to produce timely and accurate management reports based on ticketing data.
- Liaise with Marketing & Communications on ticket pricing, trade allocations, commissions.

Relationship Management

- Contribute to budgeting and forecasting processes.
- Work closely with the IT & Systems Manager to manage contracts with suppliers.
- Create and implement innovations with ticketing software suppliers and trade partners.
- Build strong internal relationships and work collaboratively with all museum departments.

Data and Reporting

- Maintain knowledge in GDPR legislation, PCI Compliancy, and subjects relevant to the role.
- Contribute to projects to enhance the customer experience through data and digital technologies (RCX & website).
- Accountable for accurate and efficient reporting of trade sales to the Heads of Marketing & Communications and Finance.

Other Activities

- Be an active member of the Operations & Commercial Senior Management Team.
- Maintain all Box Office systems, communicating IT issues at the earliest possibility.
- Any other ad hoc duties as required.
- The post-holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone-working, etc., as advised, taking responsibility as appropriate.

WORKING CONDITIONS

Ticketing Manager will be expected to work flexibly and from the museum or remotely for 35 hours per week across weekdays and weekends. Post holders will be expected to be flexible to the reactive needs of The Postal Museum and expect their shift allocations to vary. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

This position may require an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

The Museum is a 6-days a week operation and regularly holds events outside its core hours; flexibility to work across sites, weekends, during holiday periods and before/after public opening hours is therefore an essential requirement of this role.