

## **Ticketing Supervisor (Maternity Cover)**

**Annualised hours | Approx. 40 hours per week | Live Entertainment**

**Salary: £30,597 pro rata**

### **The Role**

As Ticketing Supervisor, you'll take ownership of the Box Office leading people, systems and standards so that customers, promoters and colleagues all feel looked after. You'll balance operational rigour with confidence and common sense.

You'll lead by example, make decisions in real time and help your team deliver brilliant service even when the pressures on.

Show days usually mean afternoons and evenings. Flexibility matters. Live entertainment doesn't run 9–5, and neither does this role. The real work isn't just show nights; it's the behind-the-scenes grind of building, shaping and maintaining events from start to finish.

### **What success looks like:**

- Customers feel welcomed, informed and confident from ticket purchase to event night.
- Your team feels supported, trained and motivated.
- Ticket data is organised and accurately reported.
- Promoters and internal teams see you as a safe pair of hands
- Problems get solved not passed on

### **What you'll be trusted with:**

#### **Show Day & Customer Experience**

- Leading the Box Office on event days, ensuring everything runs smoothly and professionally
- Delivering a consistently high standard of customer care even in high-pressure moments
- Supporting and resolving customer queries and complaints with confidence



## **Leadership & People**

- Supervising, motivating and developing Ticketing Agents
- Running 1–2–1s, training sessions and on-the-job coaching
- Creating rotas that work for both the business and the team
- Represent Ticketing in meetings

## **Finance, Security & Compliance**

- Ensuring reconciliation and audit procedures are followed
- Making sure company policies, financial controls and data protection standards are always met

## **Systems & Data**

- Using Ticketek (Aspect, Insights and reporting tools) confidently and accurately (full training will be provided)
- Building events within the Ticketek systems and maintaining them
- Producing reports for internal teams, senior management and external clients
- Supporting the setup of event on-sales and pricing
- Maintaining clean, compliant and well-managed ticketing data

## **Collaboration**

- Working closely with other departments such as Events, Marketing & Visitor Services.
- Liaising with promoters and clients regarding ticketing and reporting when required
- Supporting department-wide initiatives to grow sales, improve service and develop the team

## **This role is for you if you...**

- Love live events and thrive in a fast-paced environment
- Are confident leading people and making decisions
- Care deeply about customer experience
- Extremely organised, accurate and calm under pressure
- Take ownership. You don't wait to be told.
- Flexible and adaptable when plans change



## **What we can offer for you ...**

Working here is about more than a job title or a shift pattern. It's about how you're treated, how you're supported and how it feels to walk through the doors every day.

Our Promise is our commitment to the people who make this place what it is. It's the faces front of house, the teams backstage and everyone in between. It's how we show up for each other, how we create unforgettable shared moments and how we make sure everyone truly belongs.

Find out more about [Our Promise](#)

**ICONIC.  
INDEPENDENT.  
YOURS.**

