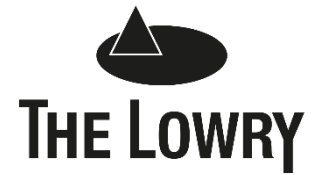


Direct Tel: 0161 876 2086  
Email: [recruitment@thelowry.com](mailto:recruitment@thelowry.com)



**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam

**APPOINTMENT OF SET UP AND SUPPORT MANAGER**

Thank you for your interest in the above post. Please find enclosed the job description for role of Set up and Support Manager.

To apply for this position, please complete an application form. Under the additional information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility. Please be advised that CVs are not accepted as a method of application.

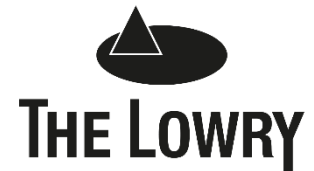
The closing date for receipt of your application form is Tuesday 24 July 2018 at 10:00am. Please email your completed application to [recruitment@thelowry.com](mailto:recruitment@thelowry.com).

If you have not heard from us by four weeks of this date you should assume that, on this occasion, you have not been shortlisted for interview.

Thank you again for your interest in The Lowry.

Yours faithfully

Kay Sutton  
**Human Resources Advisor**



## **JOB DETAILS**

Post Title : Set up and Support Manager

Department : Ticketing

Reports to : Head of Ticketing

## **JOB PURPOSE**

Responsible to the Head of Ticketing for Management of the set up and support team. Ensuring the highest standard of client / venue support is delivered at all times and clients

## **MAIN DUTIES AND RESPONSIBILITIES**

- Line manage the set up and support team
- Maintain strong relationships with existing clients ensuring revenue opportunities are maximised, service level agreements are achieved and clients are retained
- To guide new clients through the set up process, liaising with the Set up and Support Manager and Ticket Sales Manager to ensure client expectations are managed and exceeded
- Co-ordinate the delivery of offsite ticketing services and remote box offices
- Manage the setup of all ticketing contracts through the effective utilisation and management of the Audience View Ticketing Software
- Prioritising the workload of the set up and support team to deliver all services within service level agreements
- The set up and maintenance of online sales using our ticketing microsites
- Putting together implementation plans for new clients and guiding new clients through the implementation process

- Manage Lowry and Quaytickets ticketing systems
- Reporting all system problems to the relevant system provider in liaison with the Head of Ticketing ensuring problems that are reported are consistently followed up until a resolution is found
- Carry out usability testing on new software features
- Being a named point of contact for existing customers, ensuring the highest levels of customer service and satisfaction are maintained at all times
- Ensuring all clients / departments receive appropriate technical support and training both on site and over the phone. This includes support and training delivery
- Proactively working with clients to ensure they are using the tools provided by Audience View to best effect in order to develop their business
- Ensuring any suggestions for improvements to the software and service are fed back to the Head of Ticketing
- Ensuring remote box offices are configured and effectively supported both on location and over the phone
- Maintaining effective information systems through (but not exclusively) the use of e-mail and WIKI
- Ensuring reports meet the needs of clients, managers and colleagues
- Processing Ticket Sales, exchanges or refunds as required
- Producing work to a high standard of accuracy. Checking colleagues work and initiating processes to resolve mistakes
- Work together with other departments within The Lowry ensuring the best possible experience for all our visitors and customers
- Promote and comply with legislation and The Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others
- Identify and undertake training and development as required in order to meet personal and business needs
- Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry and Quaytickets

## **REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

CRITERIA	ESSENTIAL	DESIRABLE
<b>SKILLS/ABILITIES</b>	<p>Strong customer care and excellent communication skills</p> <p>Ability to manage a large workload</p> <p>Work effectively under pressure</p> <p>Strong attention to detail</p> <p>Ability to work on own initiative</p> <p>Problem solving especially with IT systems such as box office systems and Remote desktop connections</p> <p>Pragmatic approach to change</p> <p>Able to take responsibility and be accountable for own work</p> <p>Ability to effectively delegate work</p> <p>Strong analytical skills including a high level of competency in MS Excel</p> <p>Strong client management skills</p>	<p>Advanced level of Audience View ticketing system knowledge</p> <p>Understanding of the ticketing market</p>
<b>KNOWLEDGE</b>	<p>Advanced knowledge of computerised box office systems and reporting functions</p>	
<b>QUALIFICATIONS, TRAINING AND EDUCATION</b>	<p>High level of numeracy</p> <p>Literate</p>	<p>Managing and carrying out set up of remote box office operations</p>

		<p>Working in a technical support role for a ticketing or other major IT system supplier</p> <p>Supporting sales pitches using technical knowledge to provide solutions to clients “on the fly”</p>
<b>EXPERIENCE</b>	<p>Worked in a ticket agency, other large ticket sales environment or system supplier at system administrator level or above.</p> <p>Line management of a team.</p> <p>Project management of installation of a ticketing system</p>	<p>Advanced level of Audience View ticketing system knowledge</p> <p>Understanding of the ticketing market</p>
<b>OTHER REQUIREMENTS</b>	<p>Willing to travel throughout the UK</p>	