

**Direct Tel:** 0161 876 2086  
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**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam,

**APPOINTMENT OF TEAM LEADER**

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Team Leader.

To apply for this position, please complete the 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.

The application deadline for this position is Monday 7 May 2018 at 10:00am. Please email this to [recruitment@thelowry.com](mailto:recruitment@thelowry.com) or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton  
**Human Resources Advisor**



## **JOB DETAILS**

Post Title : Team Leader

Department : Ticketing

Reports to : Deputy Ticket Operations Manager

Responsible for : Ticket Sales Agents

## **JOB PURPOSE**

Responsible to the Deputy Ticket Operations Manager for the management of a team of Ticket Sales Agents.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Line manage a team of Ticket Sales Agents
- Ensure the highest standards of customer service are delivered at all times
- Create, maintain and develop a team culture and professional working environment within the contact centre, leading their team to reach and exceed their targets and goals
- Responsible for reviewing individual and team performance against key performance indicators and ensuring all service level agreements are achieved
- Ensure upselling targets are achieved
- Inducting, training, motivating and coaching staff to provide the best possible customer experience
- Have regular individual and team meetings highlighting items that will affect the team, feedback on performance against targets, discuss required resources and ensure team members are effectively supported in their roles
- Train Ticket Sales Agents on access booking policies

- Ensure policies relating to PCI DSS compliance as strictly adhered to
- Conduct annual personal development reviews
- Be the first point of escalation for Ticket Agent queries
- Provide daily team performance analysis to the Ticketing Operations Manager highlighting issues which are likely to result in failure to achieve service levels and taking necessary corrective actions.
- Ensure adherence with company policies at all times
- Learn, maintain and develop a thorough understanding of Lowry and Quaytickets ticketing systems
- Provide reports as required by senior managers using the contact centre management and ticketing software
- Ensure over performance is acknowledged and underperformance is proactive addressed
- Ensure all working areas are maintained to agreed standards
- Assist with recruitment of new Ticket Sales Agents
- Assist with on and offsite box office operations if required
- Ensure that accurate customer information is recorded and regularly maintained within the database according to the Data Protection Act
- 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.

## **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>People and performance management skills</p> <p>Strong customer care and excellent communication skills</p> <p>Ability to prioritise work and work well under pressure</p> <p>Strong attention to detail</p> <p>Focused and results driven</p> <p>Rapport and relationship building skills</p> <p>Ability to effectively delegate work</p> <p>Strong analytical skills including a high level of competency in MS Excel and Access</p>	
<b>KNOWLEDGE</b>	<p>Detailed knowledge of computerised Box Office systems</p> <p>Working knowledge of Call Centre Management Systems</p>	<p>Detailed knowledge of the Audience View, ENTA, Spektrix or SRO4 ticketing systems</p> <p>Detailed knowledge of the AVAYA Call Centre Management system</p>
<b>QUALIFICATIONS, TRAINING AND EDUCATION</b>	<p>High level of numeracy &amp; literate</p>	
<b>EXPERIENCE</b>	<p>Experience of managing staff</p> <p>Experience of managing the day to day operations of the team including all 1-2-1 and personal development reviews. Monitoring performance and achieving targets</p>	<p>Experience of managing a Group Sales function</p>
<b>OTHER REQUIREMENTS</b>	<p>A flexible and adaptable approach to fulfilling the duties of the post</p>	