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**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam,

**APPOINTMENT OF TICKETING BUSINESS ADMINISTRATOR**

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Ticketing Business Administrator.

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 Tuesday 26 September 2017 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  | Ticketing Business Administrator              |
| Department: | Ticketing                                     |
| Reports to  | Head of Ticketing – The Lowry and Quaytickets |

## **JOB PURPOSE**

To ensure that all administration requirements relating to Ticketing and Quaytickets clients are fulfilled. To ensure that all systems and processes are monitored and delivered as well as enhancing client relations and supporting the department's new business objectives at every opportunity.

## **MAIN DUTIES AND RESPONSIBILITIES**

Collate and produce accurate accounting information within fixed timescales.

Ensure that efficient and effective administrative processes are in place and make improvements as required.

Administrate all inbound new business enquiries including sending proposals, contracts and on boarding the new client.

Assist the Head of Ticketing with identifying potential new business opportunities.

Responsible for all financial settlements and reporting for Ticketing.

Process and review all client contracts as well as client proposals and documentation.

Check invoices and purchase orders to maintain accurate and timely ledger records, liaising and following up with any supplier, client or accounts department queries.

Collate client feedback data and evaluation including but not exclusively Google Analytics and ticketing sales patterns/history.

Provide the business development team with market research as required and help to generate new leads.

Take responsibility for all filing and archiving within the department.

Be the point of contact for all customer complaints.

Recruit new affiliate websites and concierge partners and develop relationships with existing partners.

Attend trade shows and industry events as required.

Maintain a thorough understanding of the ticketing market.

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 Quaytickets and 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>Strong written and verbal communication skills</p> <p>Attention to detail</p> <p>Numeric skills (equivalent to GCSE maths)</p> <p>Good working knowledge of MS Office Suite</p> <p>Team player</p> <p>Excellent organisational skills</p> <p>Ability to work to strict deadlines</p> <p>Ability to plan and organise own and others workloads</p> <p>Initiative/self motivation</p> <p>Ability to work to strict deadlines</p> <p>A positive and determined approach to researching and analysing new business opportunities.</p> <p>A positive attitude to dealing with people</p> | <p>Database management systems</p> <p>Understanding of the Data Protection Act</p> <p>ACT database system</p>   |
| <b>KNOWLEDGE</b>          |  | <p>Knowledge of Photoshop and other similar design packages</p> <p>Understanding of ticketing market</p> <p>Working knowledge of Audience View ticketing system</p> |
| <b>EXPERIENCE</b>         |  | <p>Finance/contracts experience</p>   |
| <b>OTHER REQUIREMENTS</b> |  | <p>UK driving license</p>   |