

The **acc** Liverpool Group

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Ticketing Solutions

# Ticketing Advisor

**REPORTS TO:** Ticketing Supervisor

**DIRECT REPORTS:** NA

## JOB PURPOSE

To provide a high level customer booking and enquiry service across the M&S Bank Arena, Exhibition Centre Liverpool, Auditorium and Ticket Quarter Box Offices and the Contact Centre.

## MAIN DUTIES AND RESPONSIBILITIES

- Sell and promote all shows/events on sale at the M&S Bank Arena and any other miscellaneous sales managed by TicketQuarter ensuring a high level of customer service is always maintained and sales targets are achieved within set timescales.
- Develop a good understanding and knowledge of the Arena and Convention Centre events and all ticketed events onsale via the M&S Bank Arena and TicketQuarter booking mechanisms in order to assist clients.
- Maintain sales and customer service enquiries via inbound calls and emails in a contact centre environment or dealing with the public face to face at the box office at the M&S Bank Arena and at other events at various venues as and when required to ensure that a consistently high level of care and courtesy is always provided and timely actions are taken.
- Process ticket sales and reservations using AudienceView Ticketing System and other ticketing systems as required.

- Follow specified cash handling procedures when working in a box office environment to ensure accurate reconciliation at the end of each shift. This would only be required at select off site events.
- Assist with pro-active campaigns to promote forthcoming events as and when required and ensure database records are updated.
- Maintain all working and public areas to ensure they are kept orderly, and that selections of relevant leaflets, brochures and literature are available at all times.
- Attend regular departmental meetings in order to keep updated with all venue, events and marketing information as required to perform duties.
- Assist the wider ticketing team with admin tasks when required such as; reseating exercises.

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## GENERAL

- Comply with The ACC Liverpool Group's defined GDPR requirements and processes when performing duties and actioning daily tasks.
- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

## ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
<b>TRAINING &amp; QUALIFICATIONS</b>			
<b>EXPERIENCE</b>	Demonstrable experience of influencing decision makers, negotiating and presenting Demonstrable experience of cash handling Demonstrable experience in Arena ticketing, Exhibition ticketing and Event, Venue and Attraction ticketing Demonstrable experience in sales	Essential Essential Desirable  Essential	A and I
<b>SKILLS &amp; KNOWLEDGE</b>	Awareness of Arena ticketing, Exhibition ticketing, and Event, Venue and Attraction ticketing Awareness of the events sector Basic time management skills Basic ability to prioritise work Basic organisational skills Developed customer service skills Developed IT skills	Desirable  Essential Essential Essential Essential Essential	A and I
<b>KEY ATTRIBUTES</b>	Emotional intelligence, pragmatic, resilience, influencing, confidence, good verbal and written communication, conflict resolution, innovation and creativity	All Essential	A and I

**Key for How Measured:**

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date