

PART A: JOB SUMMARY

To provide clear goals, expectations and feedback so that each member of the team can significantly multiply their contribution to WellingtonNZ and to their own success.

Name of role:	Ticketing Specialist (0.6FTE)
Reports to:	Performance Events BDM
Direct Reports:	Nil
Date:	October 2020
Purpose of the job:	The Ticketing Specialist is responsible for coordinating information from venue, ticketing agent and (at times) hirers, to assist the delivery of a successful ticketing experience. You will work closely with the Event Sales & Planning team and other internal teams to provide exceptional event experiences and provide administration support as required.

PART B: JOB DESCRIPTION

Key responsibilities: Specific actions, tasks or areas of responsibility this role will oversee.

Area of responsibility	Actions/ Tasks
Ticketing	<ul style="list-style-type: none"> • Provide assistance and coordination of ticketing operations across WellingtonNZ's venues including seating plans and ticket sales to maximise the experience and meet the requirements of event promoters • Assist in the delivery of successful ticketing experience for patrons and hirers, assisting at event time with escalated customer issues, as required • Coordinate enquiries from hirers regarding ticket sales, projections, group sales and marketing activities per event as required • Responsible for assisting in allocation of house and founders' seats and coordinating communication of information from venue and oversee seating plans and tickets sold

	<ul style="list-style-type: none"> • Work with other internal Venues Wellington teams to ensure smooth event delivery, including Operations, Guest Experience and Event Sales & Planning • Have a comprehensive understanding and knowledge of all performance venues in relation to ticketing agent, patron and promoter requirements. • Manage board reporting and end of year reporting, giving the Venues team insight into who is buying tickets to our venues • Provide administration support to the Venues Performance Events team as required • Work with the Marketing & Communications team (including the digital team) to deliver the best outcomes for Venues and our customers in growing audience numbers • Adhere to and ensure team members adhere to our standard operating procedures while being willing to offer ideas and new initiatives that may improve business processes and customer delivery
<p>Relationship and client management</p>	<ul style="list-style-type: none"> • Deal with clients, contractors and team members in a polite, courteous and professional manner at all times and be prepared to roll up our sleeves and do whatever is required, in a safe manner, to meet the needs of our customers and their deadlines • Help us to provide exceptional event experiences through attention to detail and great customer relationship management • Work collaboratively across our teams and venues to develop cross-selling and up-selling opportunities that deliver enhanced value to our customers and drive business profitability
<p>Administration</p>	<ul style="list-style-type: none"> • Ensure all relevant and required information is entered into EBMS (our event management system) to ensure consistency of data capture and transparency of our processes • Manage and send patron information emails • Co-ordinate placing client marketing material in the Venues, including on the digital screens. • Any other reasonable tasks as required
<p>Health, safety, wellbeing and compliance</p>	<ul style="list-style-type: none"> • Take an active role in identifying and mitigating any health and safety risks to yourself and others • While at work, take reasonable care for your own health and safety and ensure what you do does not negatively affect the health and safety of others • Comply, as far as you possibly can, with any instructions, policies, procedures or guidelines given by WellingtonNZ in relation to health, safety and compliance

	<ul style="list-style-type: none"> • Report any potential hazards or risks to health and safety or the environment as soon as is possible to take immediate action to minimise or mitigate these if it is not potentially harmful to your own health and safety
WellingtonNZ collaboration	<ul style="list-style-type: none"> • Maintain a “WellingtonNZ-wide” perspective with all of your work • Consider how your role links and contributes to other areas of WellingtonNZ, and actively engage when required • Communicate with fellow WellingtonNZ colleagues on work, initiatives and projects • Actively collaborate and participate in WellingtonNZ-wide initiatives and projects

Job outcomes: Visible and measurable evidence of success in this role.

Outcomes / results	Target Measure
To be determined with your People Leader.	•
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Competencies: Specific skills, traits and competencies necessary to be successful in this role.

Competency	Description of competency
Functional skills and experience	<ul style="list-style-type: none"> • Understanding and experience in a ticketing / venue environment (multi-venue experience is desirable) • Familiar with ticketing systems and best practice • Proven multi-tasker with a strong eye for attention to detail and the ability to proactively manage and prioritise competing demands with minimal supervision, producing quality work in a fast-paced environment • Strong customer service skills, and ability to build relationships with internal and external customers • Highly computer literate including strong Microsoft Excel skills required
Creating a vision	<ul style="list-style-type: none"> • Understanding the strategic context • Challenging the status quo • Accepting challenges • Committing to the vision
Leading with purpose	<ul style="list-style-type: none"> • Living our values • Having the courage to question and speak up • Adapting your style to meet individual needs
Making things happen	<ul style="list-style-type: none"> • Giving timely and constructive feedback • Staying close to the issues • Collaborating for better decision-making • Recovering quickly from setbacks
Building an awesome team	<ul style="list-style-type: none"> • Valuing uniqueness and differences in others • Trusting others • Sharing information, collaborating and helping others
Being authentic and inclusive	<ul style="list-style-type: none"> • Recognising you own strengths and areas for development • Asking for and responding positively to feedback • Questioning and challenging others with respect • Owning your mistakes.

Values: Our purpose & values which bring to life WellingtonNZ’s aspired culture.

Our purpose	Our organisational values	Our culture
<p>To make the Wellington region wildly famous</p>	<p>Do it together Dare to be different Show the passion Find the fun Focus on the customer</p>	<p>Collaborative People centered Supportive Constructive Open Recognition Celebrate success Empowerment Ownership Accountability Learning, coaching and personal growth</p>