

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



**PRIVATE & CONFIDENTIAL**

Dear Sir/Madam,

**APPOINTMENT OF SET UP AND SUPPORT ASSISTANT**

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Set Up and Support Assistant.

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 Thursday 17 January 2019 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.

Please be advised that The Lowry holds application forms and interview notes for unsuccessful candidates for 6 months, which will be stored in a secure manner. After the 6 month period, all data will be securely destroyed. If you require any further information please refer to The Lowry's Privacy Policy which can be found on The Lowry's website.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton  
**Human Resources Advisor**



## **JOB DETAILS**

Post Title : Set up and Support Assistant  
Department : Ticketing Services  
Reports to : Head of Ticketing

## **JOB PURPOSE**

Responsible to the Head of Ticket Operations for administering, checking and amending existing events on the ticketing system. To maximise sales and to achieve the highest standards of customer care.

## **MAIN DUTIES AND RESPONSIBILITIES**

- Setting up marketing discounts, offers and miscellaneous items as required
- Setting up events on the Audience View Ticketing System including the creation of website pages
- Providing reports and analysis to clients, managers and colleagues as required including, but not limited to, comparison reports in Excel and other reports of sales and visitor trends
- Process ticket sales, exchanges or refunds as required
- Producing and scheduling reports using, but not exclusively, Audience View and Excel
- Produce Letters and e-mails as requested
- Respond to customer and client enquiries
- Processing special ticket requests e.g. competition winners, press tickets and development tickets
- Administer ticket mark backs from agents who work with The Lowry / Quaytickets

- Close off events
- Identify and log system problems with Audience View and ensure system problems are appropriately escalated internally
- 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.
- To undertake any other reasonable duties identified commensurate with the level and responsibility of the position.

#### **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. Consequently, this information will 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 prioritise work and work well under pressure</p> <p>Strong attention to detail</p> <p>Ability to work on own initiative.</p> <p>Pragmatic approach to change</p> <p>Able to take responsibility and be accountable for own work</p> <p>Strong analytical skills including a high level of competency in MS Excel and Access</p>	<p>Problem solving with IT systems</p>
<b>KNOWLEDGE</b>		<p>Advanced knowledge of computerised box office systems and reporting functions</p> <p>Using the ACT database system</p>
<b>QUALIFICATIONS, TRAINING AND EDUCATION</b>	<p>Numerate</p> <p>Literate</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>	

<b>OTHER REQUIREMENTS</b>	Computer literate  Willing to travel for occasional offsite work throughout the UK	
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