

Job Title: Ticketing Coordinator

Location: Cardiff Central

Salary: £20,000

Overview of role

Orchard Live is based in central Cardiff and is Wales's largest independent music promoter. 3 times recipient of the UK Live UK Awards regional promoter of the year, we promote over 150 shows a year, with much of our business in the summer months across our outdoor shows. We are looking for a Ticketing Coordinator who is friendly, a self-starter and always prepared for anything and willing to learn.

The Ticketing Coordinator ensures that all shows are set up and ready for on sale announcements, pre-sale and on sale. You will be expected to ensure that presale arrangements are in place for larger shows and will coordinate ticket links, so they are ready to go live on time. As part of the role, you will also be responsible for ensuring all ticket sales sheets have the correct information and ticket updates are sent on time to key artist agencies and management.

You will need to have excellent interpersonal and customer service skills and be willing and prepared to handle enquiries and complaints and dealing with various box offices in all the venues we work with.

You will also be interested in keeping up to date with trends both in the ticketing industry and amongst agencies, whilst able to demonstrate knowledge on technological advances within ticketing platforms to ensure continued good practice and that our systems are up to date.

Please apply by sending us a copy of your CV and covering letter by Friday 1st October to jointheteam@thinkorchard.com

Specific Responsibilities

- Analyse sales across all ticket agents for all shows on a weekly basis, ensuring income for the company is maximised.
- Liaise with ticket agents and venues on several areas including marketing support, artist information and sufficient ticket stock.
- Ensure all data is retrieved from ticketing agencies for every show and stored in line with GDPR.
- Work with the marketing team to ensure ticket sales are maximised.
- Work with primary ticket outlet to build manifest
- Ensure all outlets have enough ticket allocations and are topped up where needed
- On show days, ensure reps receive sales, guest list and customer lists and any other essential information as soon as possible.
- Maintaining positive communication with venues and agents
- Invoice and account for tickets on all shows
- Manage day to day issues and complaints
- Manage all guest lists and complimentary tickets on behalf of the artist and Orchard.

- Manage cash and ensure sales and floats balance at the end of an event. Ensure final sales reports are correct and balance with the income figures.
- To manage any relevant issues as they arise daily.
- General Admin Support to the Orchard Live team as required.
- For large events responsibility for box office set up and management as well as general assistance on site during set up and de rig.

All about **you**

- Strong administration experience and a love of working with spreadsheets!
- Working to strict deadlines.
- Experience with marketing and social media for business
- Financial understanding
- Confident in using different IT systems
- Highly organised with an eye for detail
- Creative thinker
- Social media skills.
- A fluent Welsh speaker is desirable but not essential
- There is a requirement to work Long and unsocial hours from time to time and during the peak summer season.
- Attendance at key concerts to ensure accurate tickets and income reconciliation.
- A desire to maximise income through all related income streams whilst keeping costs low.