

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title: Ticketing Team Member

Role Purpose: First point of contact with Spectators on arrival to the venue. The roles include Ticket Scanner and Box Office Team Member. Ticket Scanners are required to scan customer's tickets to authorise their entry into the event whilst Box Office team members will be on hand to sell any remaining tickets and help resolve any Spectator queries.

KEY RESPONSIBILITIES

- Be the first point of contact and provide a positive customer entry experience greeting all Spectators upon entrance
- Use ticket scanners (hand-held devices to validate ticket admission)
- Polite and professional guiding of Spectators through the entry process correctly
- Identify any issues and escalate them as appropriate
- Maintain a professional customer-facing demeanour throughout your shift and be proactive to help efficient and safe entry of Spectators to the event
- Comply with all policies and procedures set down by the organisation and in particular those relating to Diversity, Equity, Inclusion and Sustainability

Person Specification

| Essential | Desirable |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • People Person | <ul style="list-style-type: none"> • Basic understanding of Technology (training will be provided) |
| <ul style="list-style-type: none"> • Outgoing | <ul style="list-style-type: none"> • Customer Service experience |
| <ul style="list-style-type: none"> • Confident | |
| <ul style="list-style-type: none"> • Enthusiastic | |

