

Role: Ticketing Admin Assistant - Live Entertainment

Reports to: Ticketing Team Manager - Live Entertainment

Location: Scottish Event Campus, Glasgow, site-based role

Role Summary

Support the Ticketing Team in delivering high-quality service aligned with the company's strategic objectives. The Ticketing Admin Assistant plays a key role in event delivery, providing administrative support across pricing, ticket sales, customer service, and accessibility coordination. The role includes supporting the Head of Ticketing, maintaining strong client relationships, and understanding client objectives, structures, and event portfolios. You will keep clients informed of relevant services and updates, while working closely with promoters and internal teams. Day-to-day responsibilities include monitoring ticket inventory, managing sales, and responding to customer enquiries throughout the event lifecycle. This is a fast-paced role requiring strong organisation, adaptability, and a passion for live events.

Key Responsibilities

- Build and maintain strong client relationships through effective communication with venues and promoters, providing system support and resolving queries within your portfolio.
- Collaborate with ticketing partners to meet deadlines and ensure smooth event delivery.
- Manage and communicate event information accurately across all sales channels, including accessible inventory, ensuring it is up to date throughout the event lifecycle.
- Provide administrative support to Ticketing Managers across all aspects of agent ticketing, including allocations, mark-backs and dispatch.
- Support Scanner Custodian duties, ensuring all scanners are operational and liaising with security partners to maintain processes.
- Respond to internal requests efficiently and courteously.
- Handle customer enquiries across all sales channels, including the accessible phonenumber, in line with agreed service level agreements.
- Maintain clear and effective communication with colleagues, partners, clients, contractors and customers.
- Prepare reports for the Head of Ticketing, including team and executive reports, to agreed deadlines.
- Take minutes for meetings, recording actions and distributing to stakeholders.
- Collate team project work and prepare presentations.

Required Skills and Experience

- Proven experience in event ticketing operations, including on-sale management.
- Experience within high-volume live entertainment environments (e.g. concerts, festivals, sporting events), including settlements.
- Proficiency in ticketing platforms and Microsoft Office.
- Strong written and verbal communication skills for internal and external stakeholders.

Key Competencies

- Ability to analyse sales data and forecast demand.
- Strategic thinking to maximise revenue and optimise inventory allocation.
- Excellent written and verbal communication skills.
- Resilience and ability to thrive in fast-paced, deadline-driven environments.
- Commitment to delivering exceptional service to promoters, organisers and customers.
- Strong decision-making under pressure.
- Efficient and organised approach to administration.