

**Role:** Ticketing Manager – Live Entertainment

**Reports to:** Team Manager – Ticketing – Live Entertainment

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

### **Role Summary**

The Ticketing Manager – Live Entertainment plays a crucial role in the success of events by overseeing all aspects of ticketing, from working with the promoter on event pricing, ticket sales and customer service. With the dynamic nature of live entertainment, this role requires adaptability, strong organisational skills, and a passion for bringing unforgettable experiences to audiences.

### **Key Responsibilities**

- To satisfy, retain and develop current or future client relationships by ensuring strong communication with venues and promoters whilst providing system support and query resolution.
- To collaborate with our ticketing partner to meet our deadlines and ensure smooth delivery of each event.
- To ensure all event-related information is accurate and accessible across all relevant sales channels prior to on-sale and during the life cycle of each event.
- To ensure that all event related information is communicated quickly and is understood by all relevant parties.
- To ensure that all information pertaining to reseating and final layout is communicated to the event management and Technical Team within a reasonable time frame.
- To take ownership of, and responsibility for, each client event on-sale, including being present for the duration of the on-sale period as directed by the Head of Ticketing.
- To effectively monitor and control available inventory with a view to maximising our allocation.
- To manage, process and respond to all in-bound client related communications in an efficient and courteous manner whilst adhering to any agreed service level agreements.
- To take ownership of, and responsibility for, managing all cancelled or amended events in conjunction with the Sales, Event Management and Visitor Experience Manager to include, but not limited to, identification of all affected customers and agreed communication procedures.
- To plan, manage and attend event day box office locations in conjunction with the Head of Ticketing.
- Responsible for maintaining procedural documentation and processes for the Ticketing Team.
- To have effective communications strategies between the Live Entertainment Team and all colleagues, partners, clients, contractors and customers.

### **Required Skills and Experience**

- Proven track record in event ticketing operations, including on-sale management.
- Exposure to high-volume live entertainment environments (concerts, festivals, sporting events) and settlements.
- Experience collaborating with marketing and sales teams for promotional campaigns.
- Familiarity with financial reconciliation and reporting for ticketing revenue.
- Ability to manage manifests, seating plans, and dynamic pricing strategies.
- Skilled in ticketing platforms and Microsoft Office.
- Clear written and verbal communication for internal coordination and external stakeholders.

### **Key Competencies**

- Competence in analysing sales data and forecasting demand.
- Strategic thinking to maximise revenue and optimise inventory allocation.
- Attention to detail and organisational ability.
- Resilience and ability to thrive in fast-paced, deadline-driven environments.
- Collaborative attitude and dedication to team success.
- Strong interpersonal skills to handle client and customer queries professionally.
- Commitment to delivering exceptional service to promoters, event organisers, and customers.
- Quick decision-making under pressure.