**POSITION DESCRIPTION**

**AUCKLAND FESTIVAL TRUST**

**Position: Ticketing Manager**

**Reporting to: Marketing & Communications Director**

The Auckland Arts Festival is Auckland's premier festival of New Zealand and international arts. Now presented annually, the globally recognised event celebrates people and culture, and showcases the cultural diversity and vibrant energy of New Zealand's largest city.

Since the inaugural event in 2003, the Auckland Arts Festival has welcomed close to 2 million attendees. For 18 days in March 2019 (7 – 24), the next annual Auckland Arts Festival will present a dazzling array of events by some of the country and world’s most innovative artists and performers.

**Summary**

The principal objective of this role is to manage the ticketing for Auckland Arts Festival 2019.

**Term**The position is full-time and fixed-term until mid-April 2019.

**Hours**Normal hours of work will be 40 hours per week, between 8am and 6pm, Monday to Friday. Extra hours may be required immediately prior to the Festival’s programme reveal late October/early November, 2018 (date tbc), and in the immediate lead-up to and during the Festival.

**Required Skills & Experience**

* Significant experience in the ticketing industry
* Experience supervising staff
* High-level computer literacy (Word, Excel, Outlook, Ticketing systems)
* Time management skills
* Excellent interpersonal, written and oral communication skills
* High level of accuracy and attention to detail
* Working knowledge of ARCHTICS and DATAFEST would be a plus

**Key Relationships**

Internal

* Marketing & Communications Director
* Business & Finance Director
* Technical Manager
* Head of Programming
* Marketing Manager
* Chief Executive
* Accounts staff
* Creative Learning & Community Engagement Coordinator
* Other Festival staff
* Ticketing staff

External

* Ticketing agencies
* Venue representatives
* Promoters and presenters

RESPONSIBILITIES

**Ticketing**

1. Manage the ticketing for the 2019 Auckland Arts Festival in line with organisational procedures and policies
2. Assist the Senior Management team in the development of ticketing policies, plans and pricing
3. Formulate and monitor ticketing procedures
4. Manage the implementation of the PWYC [Pay What You Can] scheme and industry scheme for AAF2019
5. Manage the seating plans/venue build for each event, working closely with the Management team and external agencies
6. Manage ticketing financial systems and banking processes, liaising closely with Accounts staff
7. Work closely with Programme and Artist Liaison staff to ensure artists receive complimentary tickets as contracted
8. Work with Chief Executive and Partnerships Executive on the allocation of VIP Tickets. Ensure complimentary tickets are issued for VIPs, sponsors, media, Board and staff in line with organisational policy, and are documented and approved by the Chief Executive
9. Update database of purchasers on ARCHTICS – (CRM ticketing platform)
10. Use DATAFEST software for VIP, sponsor and staff ticketing – (Datafest Event Management)
11. Ensure all ticketing and related documentation for the Festival is timely and accurate
12. Be available to resolve ticketing issues immediately before Festival events
13. Working with the Marketing & Communications Director and the Business & Finance Director, recruit and supervise a Ticketing Assistant and casual ticketing staff if required
14. Work with the marketing team to load and action special ticket offers and Christmas Vouchers
15. Work with Creative Learning & Community Engagement Coordinator on ticketing for schools
16. Work with the Programme & Access Coordinator on accessibility ticketing

**External Ticketing Agencies**

1. Manage the relationship with external ticketing agencies and ensure they understand Festival requirements and deadlines
2. Manage the contractual arrangements, once agreed and negotiated by the Chief Executive and the Marketing & Communications Director, with each agency, and document the details including inside and outside charges and reconciliation processes
3. Keep accurate records of ticket sales and comps for reconciliation with ticketing agencies
4. Assist marketing and technical staff as required to deal with ticketing agencies

**Sales Reports**

1. Liaise with the Chief Executive, the Business & Finance Director and the Marketing & Communications Director on the format of Sales Reports which show ticket sales progress against budgets, including schools ticket sales
2. Provide accurate, timely Sales Reports to the Senior Management Team, and other staff as approved by the Chief Executive, on a daily basis
3. Work closely with the Business & Finance Director to reconcile final ticket sales records with box office revenue
4. Provide a final Sales Report to the Senior Management team
5. Work with other staff to create a final Attendances Report, including ticketed, schools and non-ticketed events

**Reporting & Administration**

1. Write a report on 2019 Festival ticketing, including an overview of procedures, challenges encountered, key learnings, and recommendations for future festivals
2. Archive all ticketing documentation and paperwork, liaising with the Business & Finance Director
3. Update Ticketing Procedures Manual to assist future Ticketing staff

**General**

1. Communicate any customer complaints or feedback to the Marketing & Communications Director in line with organizational procedures, and assist with responses
2. Attend meetings as required
3. Provide advice on ticketing to the management team and other staff as required
4. Any expenditure must be signed off by the Marketing & Communications Director or Chief Executive prior to commitment, and have a Purchase Order raised as appropriate
5. Undertake other duties as required.

**Applications**

Applications to [hr@aaf.co.nz](mailto:hr@aaf.co.nz) by 16 August. Only applicants with the right to work in NZ may apply.