



# TYNE THEATRE & OPERA HOUSE LIMITED

## Ticketing & Events Assistant- JOB DESCRIPTION

**Job Title:** Ticketing & Events Assistant

**Reports to:** Head of Ticketing

**Appointed by:** Interview Panel

**Period of Appointment:** 30 hours per week

**Salary:** £22,232.40 per annum

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### Purpose of Role

- To assist Head of Ticketing in effectively and efficiently operating the Tyne Theatre & Opera House's ticketing services.
- Provide excellent client and customer service and offer a proactive ticket sales operation to maximise income opportunities across a wide variety of live events.
- The role will report to the Head of Ticketing and collaborate with all departments.
- Working hours will include evening and weekends.

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### Key Responsibilities

- Be responsible for ticket sales, guest enquiries and to facilitate accessible bookings face to face, over the phone and via email.
- Assist with ensuring appropriate staffing levels are maintained within the department.
- Liaise with the Theatre's promoters, clients and ticketing agents.
- Financial reporting and administration, reconciliation and cash management.
- Setting up events on our ticketing platform along with preparing any settlement information.
- Troubleshoot and report ticketing technical issues.
- Deputise for Head of Ticketing in their absence.
- Act as a Keyholder for the venue.
- Publicly represent the venue and company in a professional manner.
- Ensure that opening and closing procedures are adhered to.
- Ensure that healthy, safety and hygiene regulations, policies and procedures are adhered to.
- Any other reasonable task required.

**Tyne Theatre & Opera House Limited**, 117 Westgate Road, Newcastle upon Tyne, NE1 4AG  
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The company is limited by guarantee: company number 9330825  
VAT Registration Number: 202 5990 23

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## Role Requirements

- Experience of working in a ticketing environment within the live entertainment industry.
- Knowledge of using digital ticketing platforms (Spektrix/CRM experience - desirable).
- Strong communication and diplomacy skills.
- Excellent time management.
- Proactive organizer with clear attention to detail.
- Ability to use initiative and be a self-starter.
- Good MS Office and IT skills.
- An interest in the arts and entertainment industries.

## Applications

Closing date for applications is **Midday Friday 9 May 2025**. Please send a CV and covering letter with the subject 'TICKETING & EVENTS ASSISTANT' to [jobs@ttoh.uk](mailto:jobs@ttoh.uk)