JOB DESCRIPTION

TICKETING EXECUTIVE

**SITE: Odyssey Trust**

**LOCATION: Queen’s Quay, Belfast, BT3 9QQ**

**RESPONSIBLE TO: Events & Business Development Manager**

**TERMS: 37.5 hours per week**

**DATE: May 2025**

**OVERALL PURPOSE OF THE JOB:**

The post holder will provide support to the Site Wide Ticketing Managers in the delivery of all aspects of ticketing operations across the site, including the use of technology to drive ticket sales, assist customers with accessible needs and streamline ticketing processes.

The Odyssey Trust group of companies is committed to the core ideology of BEET, Best Experience Every Time for customers, colleagues and stakeholders. These principles will be developed with all to support outstanding customer service. All colleagues are expected to commit to the core values shown below:

|  |  |  |
| --- | --- | --- |
| **Core Value** | **Our Behaviour** | **What it means for our Customers** |
| **Positivity** | Smile, can do, have fun | We will always be helpful, welcoming & enthusiastic |
| **Integrity** | Deliver on our promises | We will be trustworthy & respectful |
| **Commitment** | Go above & beyond | We will go the extra mile |
| **Innovation** | Find new ways to be better | We will always learn & improve |
| **Teamwork** | Together we achieve more | We will work together to put you first |

**MAIN DUTIES**

* Manage Season Ticket Holder Accounts (sales, payments and queries) via Ticketmaster’s Archtics Platform
  + Manage & Monitor Accessible Evidence Forms & Season Ticket Holder Concession ID
* Responsible for customer relationship management of Season Ticket Holders through the site wide CRM system. This involves responding to and dealing with queries and reporting on key customer engagement metrics related to season ticket holders.
* Manage Group Bookings & Queries for events held at the Arena.
* Manage Accessible Customer queries and accounts.
  + Proactively review Accessible ticketing queries, trends and sales on a regular basis.
  + Providing relevant information, on a timely and collaborative basis, to all Arena departments in relation to event and accessible customer planning.
  + Liaison with the Arena’s Access Officer as and when required.
* Liaison with relevant Ticketmaster Departments.
* To undertake any other duties which fall under the general scope of this role as directed by your immediate Line Manager or the Ticketing Managers & Senior Ticketing Executive.

All OTC staff are expected to:

* Maintain excellent working relationships with other staff and volunteers.
* Ensure the delivery of BEET to all our customers and be committed to the Odyssey ethos and objectives.
* Be committed to and work in accordance with our Safeguarding, Health & Safety, Equality and other established policies and procedures.
* Be flexible undertake such other duties that may be required including occasionally working evenings, weekends and public holidays, if required.

**SELECTION CRITERIA**

## Essential Criteria

* A minimum of 1 years’ experience within the last 5 years in the use of Ticketing Platforms.
* Working knowledge of Microsoft Office Suite (Word, Excel, Outlook)
* Excellent Communication skills
* Good organizational skills, with a high level of attention to detail.
* Experience of customer service/customer Care
* Ability to use self-initiative as well as work within a Team
* Proven ability to work in a fast-paced and pressurised environment
* Work flexible hours including evenings and weekends.

**Desirable Criteria**

* Knowledge of Ticketmaster systems (Archtics/PCI)
* 2 years’ experience years in a similar role providing ticketing solutions

***Salary -*** £25,500 per annum

**Benefits**

The Odyssey Group has a range of benefits which it offers to full and part time staff[[1]](#footnote-1).

* Free car parking.
* 33% Discount in the W5 cafe, including coffee and 10% discount in the W5 shop.
* Complimentary tickets to Belfast Giants and friends and family access to W5.
* Holidays commence at 31 days per year rising to 34 [prorata for part time staff.]
* Company paid social events.
* Contributory pension scheme, life assurance and paid sickness benefit.
* A comprehensive health cash plan plus Winter Flu Vaccination Scheme.
* Salary Sacrifice including pensions, holiday and cycle to work schemes.
* Training opportunities

1. [Some T&Cs and qualifying periods may apply] [↑](#footnote-ref-1)