



LINEN MILL
STUDIOS®

Job Title:	Ticketing Systems Co-Ordinator	Position Type	Full time; Permanent
Job Description Responsible to: Head of Visitor Services Responsible for: This role will be responsible for maintaining, updating and the contract management of the computerised ticketing system at the Game of Thrones Studio Tour. Providing analytics, training and support to all relevant internal departments to maximise the potential of the system. To provide technical support to all system users.			
<p>In collaboration with Warner Media, Linen Mill Studios have developed the world's only licensed Game of Thrones Studio Tour at their Banbridge studios where a significant proportion of the globally renowned series was filmed.</p> <p>Through a superlative interactive experience, this brand new 'world class' attraction will immerse guests in the fantasy and intrigue surrounding the series. An unparalleled presentation of original sets, costumes, and artefacts, together with insights into the skills applied in creating Game of Thrones, will deliver an exceptional experience and understanding of the quality of production in what remains one of the most watched tv series of all.</p> <p>Our team will play a pivotal role in ensuring that Game of Thrones Studio Tour is internationally recognised as a must-see attraction, by placing the guest experience foremost in their actions and by making an important contribution to our mission, vision, and values.</p> <p>This is an outstanding opportunity to join a committed and enthusiastic team with responsibility for delivering a project that celebrates and protects the artistic heritage of this landmark series.</p> <p>We welcome people who are professional, will join us in working flexibly, being cheerful and ensuring our guests are enchanted by the Tour and safe within its environment.</p> <hr/> <p>ROLE SUMMARY:</p> <p>To be responsible for the maintaining and updating of the computerised ticketing system. To facilitate the team with technical troubleshooting, reporting, analytics and liaising with external service providers. To provide training and continuous support to system users. To maximise the system potential with regards to working with partners to develop ticketing packages, upselling opportunities, special events and corporate entertaining.</p>			

This important role provides a key support to the Head of Visitor Services in achieving the vision and corporate objectives for the organisation.

ACCOUNTABILITIES:

FUNCTIONAL

- Lead the configuration, maintenance, development and set up of products on the computerised ticketing system.
- To provide support to the Visitor Services Department and wider team on all aspects of the customer journey on our website, to trouble shoot issues in a timely and effective manner.
- To establish good working relationships with our partners, including but not limited to, our ticket system provider, technology partners, payment provider platform, transport providers, catering partners and external stakeholders.
- Liaise with our Transport Providers on scheduling, customer/organisational feedback, providing passenger manifests and managing the 'close-off' of sales for each transport offering.
- To provide comprehensive reports and analytics to all relevant departments.
- Assisting the IT Support Manager in updating and maintaining the phone system, providing reports on call queues, wait times and system improvements.
- Provide Daily Operational data to the Visitor Experience Manager.
- Program, maintain, upgrade and train staff on the use of scanners, both at the Boulevard and at The Studio Tour. Provide troubleshooting support to the Visitor Services Team as required.
- To work with the Group Booking Team to assist in providing solutions and technical support for the delivery of the Group Booking function. Developing end-to-end processes to ensure consistency of service delivery.
- To assist in providing accurate spend and budget figures for technical development, ongoing system maintenance, upgrades and training requirement to the Head of Visitor Services.
- To support the technical delivery of product development and to work with and advise internal and external stakeholders on system capabilities.
- Establish and maintain best practices around the use of data within our ticketing system, ensuring and maintaining accurate data entry into the system and training staff across the organisation on data entry and extraction.
- Maintain the integrity of the database, including regular review of past customisations and ensuring system updates are implemented successfully and in a timely manner.
- Work with all departments to identify, plan and deliver training needs of all required staff in ticketing systems, policies and procedures.
- Contribute to the development and delivery of induction and customer service training across the company as it relates to ticketing.
- Providing information and support in relation to customers enquiries and complaints.

Based on business need the following tasks may be assigned:

- Provide Visitor Service support for phone enquiries and at the Visitor Service desks.
- Assist the Visitor Services Team as required.

ADMINISTRATION

- Maintain appropriate departmental records.
- Adhere to GDPR legislation at all times.

POLICIES AND PROCEDURES

- Comply with Health & Safety legislation.

- Adhere to organisational policies and procedures to protect people and the reputation of the Game of Thrones Studio Tour.
- Understand and uphold Game of Thrones Studio Tour Code of Ethics.

PERSONAL RESPONSIBILITIES

- Be familiar with Game of Thrones story, Family Houses and characters, the features of the Tour and the merchandise available.
- Work flexibly as part of a team and support colleagues across all Departments.
- Protect the reputation of Game of Thrones Studio Tour.

OTHER

- Carry out any other related duties that may reasonably be expected from time to time.
- You will be required to work across two sites, the Boulevard Shuttle Departure point and the Studio Tour.
- You will be required to work on weekends, bank holidays and public holidays on a regular basis, depending on your shift allocation. Your normal hours of work will be between 8am and 10pm, again dependent on your shift allocation. Attendance at Game of Thrones Studio Tour outside of these hours will be notified at least 7 days in advance.

Essential skills and experience

Applicants should have;

- have a third level qualification in a relevant discipline such as computing **OR**
- have at least two years' experience in managing databases or management of an ecommerce system within a fast-moving environment.
- Proficient in the use of Power BI.
- Confident in working with external partners.
- Fluent in the English language.
- Excellent time keeping skills.
- Flexibility of approach to working environment needs.
- Excellent team working skills.

Desirable skills and experience

- Experience working with ticketing systems within in a Visitor Attraction.
- Demonstrable experience of systems reporting and monitoring, with the ability to turn data into useful and actionable management information.
- Knowledge of and interest in Game of Thrones Story.

Primary Liaison:	Direct Reports: Head of Visitor Services		
Reviewed By:		Date:	September 23, 2021