
POSITION:	Customer Services Manager
REPORTS TO:	Chief Operations Officer
LOCATION:	Trafalgar Entertainment, London
EMPLOYING ENTITY:	London Theatre Direct
HOURS:	Full time, 40 hours per week

Established in 1999, London Theatre Direct is one of the UK's leading ticket agents. As one of the first companies to sell theatre tickets online in the UK, through to developing interactive seating plans, connecting to multiple API systems and becoming the first ticket seller in the world to accept bitcoin, London Theatre Direct continues to innovate using the latest technologies.

We connect directly to numerous box office ticketing systems and offer a vast range of events and millions of tickets for sale to shows in London and Broadway.

London Theatre Direct is part of Trafalgar Entertainment Group, a live entertainment business that produces Theatre Productions in the West End nationally and internationally and owns and operates distinctive venues as well as creating, distributing and live-streaming innovative content.

Job Purpose:

Managing the Group's ticket sales operation and leading a team of Contact Centre sales staff to ensure that the department runs efficiently by developing and maintaining KPIs and strategies to ensure performance targets are met and ticket sales are maximised.

Key responsibilities:

- Ensure the Contact Centre has adequate staffing resources to meet both call demand and business needs.
- Manage, motivate and develop the sales team in order to meet SLA's
- Manage the weekly staff rota, ensuring the department is adequately staffed at all times
- Set, maintain and monitor achievable objectives, targets and KPI's for sales staff
- Develop induction and training programmes to ensure that sales staff are appropriately skilled to reach their targets and the department meets customer requirements and business needs
- Develop and maintain through continual review, a well-structured and skilled team environment; introducing, where appropriate, methods and initiatives to keep the team motivated
- Conduct staff appraisals and provide feedback
- In an environment where excellent customer service is paramount, provide strong leadership, in line with Company core values
- Monitor customer service levels and the efficiency of the ticket sales operation to ensure customer requirements and business needs are met; make any improvements as required
- Respond to and resolve customer complaints, ensuring corrective action is taken where required
- Responsibility for day to day management of the ticketing and phone systems
- Ensure customer data is collected in line with GDPR Regulations and Company policy in order that accurate data is maintained to maximise efficiency in future sales and marketing campaigns

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- Prepare reports and data for senior management to ensure accurate, timely flow of information
- In conjunction with senior management, build internal and external relationships to raise the Group profile and drive ticket sales
- Ad hoc duties as and when required

Person Spec:

- Proven experience in a high-volume customer service role, particularly phone and web-based
- Knowledge of and experience working with ticketing systems
- Experience managing staff, with a motivational leadership style
- Strong written and verbal communication skills
- Creative approach to problem solving
- Experience or interest in theatre and live entertainment

To apply, please send a CV and cover letter to recruitment@trafalgarentertainment.com with the subject line 'LTD Customer Services Manager'.

London Theatre Direct is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.