

role profile

job title Systems Manager

department Development & Marketing – Ticket Office, Town Hall & Symphony Hall

main purpose of role

Reporting to the Ticket Office Manger, deliver all computer set-ups for performances and associated items sold through the Performances Birmingham Ticket Office, manage all aspects of the Ticket Office computer and phone systems and deputise for the Ticket Office Manger when required.

main responsibilities

Manage the day-to-day operation of the systems side of the Performances Birmingham Ticket Office to deliver all aspects of event set-up in line with organisational procedures, standards and targets.

Liaise with the NEC Box Office and NEC Group IT on elements of system management not undertaken in house.

Manage the dissemination of information to the Sales Team and Performances Birmingham Limited (PBL) Management on all matters related to event set-up and system operation.

Develop and prepare data reports and analysis for PBL Management Team, promoters and hirers.

Ensure contingency plans are in place should IT systems fail.

Monitor & report any system performance issues to Group IT, NEC Group Box Office and 3rd party IT providers promptly in line with organisational procedures and act as their first point of contact on IT related issues.

Review and implement good practice in event set-up and systems management.

Develop ongoing relationships with PBL staff, external clients and event promoters.

Responsible for the induction, training and performance of the Systems Assistant.

Deputise for the Ticket Office Manger in all aspects of running an efficient Ticket Sales office and act as Duty Manger.

Provide support for the Ticket Sales team during high levels of activity and provide customer–contact service for a minimum of five hours per week by telephone or at ticket outlets

Duties and responsibilities will vary from time to time and the post holder will be expected to perform other such duties that are reasonably comparable
Adhere to Company health, safety and environmental policies at all times. Maintain a safe working environment and ensure your work activities are safe

skills & experience

Numeracy and literacy essential.

High level of accuracy and attention to detail

IT and web literate with particular reference to Microsoft Office, databases and ticketing/marketing systems.

Experience of database setups and system management

Experienced in providing customer service with up-to-date knowledge of good practice and an understanding of the impact of computer technology.