

Role Title: Team Lead
Team: Ticketing
Department: Back of House

Role Purpose:

- To lead all aspects of the ticketing process for Burning Seed.

Key Deliverables:

- Use the ticketing vendors online portal to manage the ticketing process including:
 - Creating/Modifying Tickets & Burner Profiles
 - Managing event information
 - Reporting (to relevant Team Leads and Town Council)
- Responding to email enquiries from the community.
- Liaising with ticketing vendor on any issues or updates.
- Working with internal and external stakeholders on directed ticket sales (mainly crew, theme camps and artists)
- Working with Comms team on any messaging.
- Working with Gate team on providing required data and tools (scanning software, devices etc).

Key challenges

- Methodical approach to planning and execution of tasks.
- Effective time management especially around the time of ticket announcement and release ensuring that critical issues are identified and resolved.
- Timely responses to community enquiries, forwarding onto vendor technical support when required.
- Maintaining composure and professionalism when responding to 'agitated' community members.

Time Commitment:

- Generally 1-2 hours per week.
- 5+ hours per week just before and after ticket release date.
- No hours required onsite.

How to Join: Register to join the crew via completing the Crew registration Form found [here](#).

Version and revision date: v1 (22 November 2016)