

BD25 Deputy Ticketing Manager - Fixed term to January 2026

Applications close at 10am on Monday 15th July.

Interviews will take place week commencing 22nd July.

Bradford 2025 is the fourth UK City of Culture, and for 12-months we'll be showcasing Bradford's talents and culture to the world, bringing people and communities together to share this once in a lifetime opportunity.

From New Year's Day to New Year's Eve, 2025 is set to explode with more than 1,000 shows, exhibitions and events – by and for everyone and we're looking for a Deputy Ticketing Manager to join our team and help us make Bradford 2025 a huge success.

If you have significant experience of delivering the highest standards of customer service to maximise sales revenue and reach a wide range of audiences, then we'd love to hear from you. You'll be customer focussed, target driven and able to support a team to deliver strong results. Reporting to the Ticketing & Sales Manager you'll assist leading the Ticketing team and support with setting up events, offers and implementing strategies.

Key responsibilities:

- With the Ticketing & Sales Manager, oversee the smooth and efficient running operation of the Ticketing department.
- Ensure the highest levels of customer service across all sales channels, including online and face to face.
- Assist ticketing, offer and merchandise set-ups for the Bradford 2025 programme, using Spektrix.
- Contribute to the relationship with Spektrix and other relevant suppliers and agencies.
- Alongside the Ticketing & Sales Manager, oversee our ticketing operation, including all hardware and staffing for our city centre information & ticketing hub and other ticketing hub location(s) across the district.
- Support the Ticketing & Sales Manager with managing ticketing staff and volunteer shifts, including training sessions (e.g. event access ticket scanning).
- Share duty management duties for all ticketed events, ensuring a smooth and positive experience for audiences.
- Assist with the administration of systems and provide ticketing reports to internal and external teams, including programming and finance.
- Ensure audience data is captured or processed in line with relevant policies and regulations, including GDPR and PECR.

To promote, develop and comply with our policies and practises to lessen the environmental impact of Bradford 2025.

You will have:

- Experience in a similar ticketing or box office role in a cultural organisation.
- A proven track record in sales and customer service.
- Knowledge of access and inclusion in ticketing, with a demonstrable and passionate commitment to best practice.
- Experience leading or supervising a team.
- Understanding of GDPR.
- Excellent written and verbal communication skills.
- Ability to work independently and collaboratively in a team environment, juggling multiple projects simultaneously.
- Experience of ticketing or CRM systems.
- Excellent organisational skills with a commitment to quality and accuracy.
- Possess a creative, analytical mindset with strong problem-solving skills.
- Excellent interpersonal skills and can build strong relationships.
- Flexibility with shift patterns during the main programme, including daytimes, evenings and weekends.

Benefits include:

- Up to £30,000 dependent upon previous experience
- 37 hours per week worked flexibly Monday to Friday, predominantly office based (City Centre location).
- 25 days holiday plus bank holidays
- Contributory pension scheme with 5% employer contribution
- High street discounts through Charity Worker Discounts
- 2x Death in Service cover
- Confidential Employee Assistant Helpline

We expect everyone in our team to:

- Develop an understanding of Bradford City of Culture 2025, its values, the benefits it brings to the Bradford District and to funders and sponsors.
- Create a positive working environment, underpinned by our values.
- Act as an ambassador for Bradford City of Culture 2025.
- Drive change in our industry through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity and sustainability.
- Be accountable for the safety of themselves and others by working safely and in accordance with our Health & Safety and Safeguarding Policies.

- Ensure we are collecting and using data from all activities to inform decisions, demonstrate our impact and fulfil our funding conditions in line with GDPR.
- Undertake relevant training and development as required.
- Be open to the opportunities to mentor, train and develop colleagues and participants in Bradford 2025.
- Carry out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of your position.

We're committed to ensuring that everyone feels accepted and can be their true selves at Bradford 2025, and we want our team to reflect our district. We believe that diversity in our team is crucial to our success, so we welcome applications from all races, genders, religions, ages, and sexual orientation as well as from people living with disabilities. We are proud to be an equal opportunity workplace and our ambition is to recruit and retain the best people regardless of background.

If your experience looks different from what we've advertised and you believe that you can bring value to the role, we'd love to hear from you. If you require any adjustments to the recruitment process, please let us know so we can help you to be at your best. This might be as simple as wanting sight of the interview questions ahead of time – whatever it is, just ask and we'll see what we can do.

To apply for this role please send a copy of your CV and a covering letter of no more than two sides of A4 to recruitment@bradford2025.co.uk.