

## Apprentice Ticketing Officer

Closing date for applications: 16<sup>th</sup> September

Interviews to be held: w/c 23<sup>rd</sup> September

Contract end date: January 2026

Salary: £22,011 per year

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. In partnership with Access Creative College, we have an amazing opportunity for an apprentice to join our team.

Reporting to the Ticketing & Sales Manager, you'll be part of the team responsible for running smooth and efficient ticketing operations, maximising income, delivering fantastic customer service and welcoming our bookers to the district.

The Ticketing team have several key responsibilities from ensuring the highest levels of customer service across all sales channels, processing customer bookings and donations within our ticketing & CRM system (Spektrix), acting as an ambassador for Bradford 2025 and producing sales reports, data analysis and research to support wider teams. Working closely with the Ticketing Officers you will be working in our Ticket & Info hub as well as across the district for events. You'll work on a rota of day, evening and weekend shifts typically between the hours of 9am and 8pm. If you are excited by the idea of a varied and dynamic role, working with a friendly team and are passionate about people then we think this apprenticeship is for you.

More detailed information on the apprenticeship can be found [here](#).

To be eligible to apply for this opportunity you must be over 16 and have 2 GCSE's or above including English and Maths (or hold equivalent qualifications).

This is what you'll need:

- A passion for providing excellent customer service.
- Ability to work independently and collaboratively in a team environment.
- Flexibility with shift patterns, including daytimes, evenings and weekends.
- Working knowledge of various software packages including Microsoft Office.
- Experience using Sharepoint would be great, but we can teach you if you've not used it before.
- Excellent interpersonal skills, with the ability to communicate effectively both verbally and in writing.
- Great organisation skills with an ability to plan work and meet deadlines.
- A willingness to learn and a can-do attitude.
- Experience of working in a busy, fast-paced environment would be an advantage.
- A love for marketing and sales in an art context.

**Benefits include:**

- Salary of £22,011 per year.
- City Centre based location, with opportunities to work across the district.
- 37 hours per week – Monday to Friday on a rota between the hours of 9am and 6pm. Some shifts may include evenings and weekends between the hours of 9am and 8pm.
- 25 days holiday per year.
- Confidential employee assistance helpline.
- Contributory pension scheme – employee 3%, employer 5%
- Death in Service cover of 2 x annual salary.
- A range of discounts with high street providers.

**We expect everyone in our team to:**

- Develop an understanding of Bradford City of Culture 2025, our values, and the benefits we bring 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 yourself and others by working safely and in accordance with our Health & Safety and Safeguarding Policies.
- 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, in line 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 you require any adjustments to the recruitment process, please let us know so we can help you to be at your best. Big or small; just ask and we'll see what we can do.

To apply for this role please follow the link to the application form on our website.