

Ticketing Officer

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 two Ticketing Officers 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. Reporting to the Ticketing & Sales Manager you'll be customer focussed, target driven and able to deliver strong results.

Key Responsibilities

- To act as a representative for Bradford 2025, providing excellent customer service and a positive sales experience to all customers by selling tickets and activities for all ticketed events within the programme.
- Process customer bookings, reservations and donations within the ticketing & CRM system (Spektrix) using payment methods such as credit or debit cards, gift vouchers and cash, all in accordance with GDPR and PCI regulations.
- Provide positive and helpful responses to all enquires and feedback digitally, face to face or telephone, referring to senior staff where appropriate.
- Ensure an excellent working knowledge of the whole Bradford 2025 programme, including providing additional information about the city centre (where to eat, similar activities to the programme, public transport information and so on) so you can support all visitors and provide the best experience possible.
- Produce sales reports and data analysis to support the wider team before feeding back to inform marketing communications, sales trends/patterns and general customer experience.
- To be aware of the targets for each event and any promotional offers available, assisting in maximising sales by cross-selling and up-selling other events, activities and merchandise.



- Support the Ticketing & Sales Manager with the day to day running of the department and the maintenance and operation of the ticketing & CRM system (Spektrix).

You'll have:

- Excellent customer service skills
- Ability to work independently and collaboratively in a team environment
- Flexibility with shift patterns, including daytimes, evenings and weekends
- Experience of operating a ticketing or CRM system
- Excellent interpersonal skills, with the ability to communicate effectively both verbally and in writing
- Working knowledge of various software packages including Microsoft Office
- Ability to manage time, prioritise workload and use own initiative
- A love for marketing and sales in an arts context

It would also be great if you have:

- Knowledge and understanding of Bradford District and its cultural sector
- Experience working with Spektrix
- Awareness of health and safety in relation to public buildings

Salary £27,500 per annum. This is a fixed term position until the end of December 2025.

Applications close at 10am on 16th September

Interviews will take place week commencing 23rd September.

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.