

Mayflower

New vacancy

TICKETING ASSISTANT 20 hours per week (permanent)

Mayflower Theatre is the largest theatre on the South Coast with 2,271 seats in the auditorium. The Theatre's aim is to bring a diverse range of shows to Southampton. We present a mixture of spectacular touring productions, from musicals to dance, opera, drama, ballet and comedy.

Mayflower Studios is a cultural and community hub. We present family shows, dance, musicals, music, comedy, circus, cabaret, spoken word, and visual arts. We put participation at the heart of everything we do.

Both the Theatre and Studios operate under the Mayflower brand. Collectively we provide Inspiring Experiences to all who engage with each venue.

We are seeking an experienced Ticketing Assistant to join our dedicated, friendly Ticketing Team to provide first class service to our customers though face to face, email and telephone interactions.

Ticketing Assistant

Your main responsibilities will be:

- Assist in the areas of inbound and outbound sales activity and enquiries through all sales channels. This includes in person at our Box Offices at Mayflower Theatre and Mayflower Studios, over the phone and through email
- Ensure a good knowledge and promotion of Mayflower programme, services and events
- Advise appropriately on the Theatre and the Studio's accessibility in relation to the customer requirements and offer any available discounting or assistance
- Assist with the upkeep and accuracy of patron data in accordance with the Data Protection Act
- Proficient accurate use of the ticketing system, Tessitura
- Ensure knowledge and compliance of the general terms and conditions of sale

- Be proactive and knowledgeable in the support of Mayflower charitable efforts and aims
- Efficient communication of any relevant information to support the operation and other departments
- Be aware of and follow Mayflower Health and Safety and security procedures
- Assist with general office duties and ensuring the offices are kept tidy
- Perform any reasonable duties as assigned by Head of Sales and Marketing, Ticketing Manager, Deputy Ticketing Manager and Ticketing Team Leaders.

Our ideal applicant will:

- Have excellent written and verbal communication skills
- Have experience of dealing with customers on the telephone and occasionally in person
- Have experience of using the Microsoft Suite
- Have experience of delivering excellent customer service through email communications

The role will be offered based on an annualised basis, at 20 hours per week consisting of 4 x 5 hours shifts per week (including weekends and evenings).

Salary will be £13,449 per annum with benefits.

How to apply:

Full details including job descriptions and how to apply can be found at <https://www.mayflower.org.uk/about/jobs-and-opportunities/>

We are committed to ensuring a fair process for all candidates. For more details, please see our Diversity and Inclusion statement on our website's jobs and opportunities page on the link above.

If you require any assistance or have any additional requirements to complete your application with the recruitment process, please contact the People & Culture Team at recruitment@mayflower.org.uk or on 02380 711800 ext. 0. You can also contact us with any further questions you may have.

Closing date: Monday 28th July 2025 we reserve the right to close this vacancy early if we receive sufficient applications for the role, therefore if you are interested, please submit your application as soon as possible.