

## Job Description



<b>Title:</b>	Phone & Systems Administrator
<b>Reporting to:</b>	Senior Bookings Administrator (BMAG)
<b>Terms:</b>	37 hours, 1 year Fixed Term Contract (Maternity Cover)
<b>Areas of responsibility:</b>	Working within the Operations and Commercial function within the Museum team to ensure the smooth running of the computerised ticketing system, Galaxy for Birmingham Museums Trust.

### Accountabilities:

1. Be the point of contact when dealing with the external ticketing system providers and liaising with them for system support and problem solving / trouble shooting
2. Liaising with internal departments and external providers as necessary to ensure delivery of excellent customer service while taking bookings by phone, email and face to face.

### Key Responsibilities:

1. Ensuring all telephone and email enquiries are dealt with efficiently, courteously and competently, for all BMT sites
2. Selling tickets and other items through the ticketing system normally by phone and email; occasionally face-to-face during busy periods, for all BMT sites
3. To assist in school and group bookings for all BMT sites and activities, using the computerised ticketing and booking system for generating documents and itineraries as required
4. Completing basic administration duties, including handling external charity donation requests according to company procedures
5. Participating in briefings and meetings to ensure full understanding of the day-to-day workings
6. Understanding all ticket prices, discounts, promotional offers and schemes, special events and one-off shows, and ensuring all offers and promotions are configured into the ticketing system
7. Working with the Digital/IT/Marketing Teams and the BMT Museum Managers, as well as wider staff members, to ensure the smooth operation of on-line ticketing and reporting, including setting up events to be sold online, including memberships.
8. Undertaking training in order to perform system maintenance on the ticketing system, as well as routinely carrying out group reconciliation on the system and training in other systems.
9. Provide training to staff within BMT on any new system developments (including group and individual sessions).
10. Advise and support on incident tasks, carry out the analysis and testing necessary to identify a solution, design, configure, test, take this solution through to implementation, liaising with Gateway.
11. Collating information for relevant statistics, as required by the Marketing Manager, BMT Museum Managers, Senior Management or other staff members as required.
12. Setting up new users on the ticketing system, including profiles and arranging access levels. and any other systems work when necessary
13. Designing and managing ticket set-up for general admission tickets and special events within BMT.
14. Working closely with the Marketing Manager and marketing team, in connection with the CRM system
15. Managing webstore, text fields, HTML, print at home and web templates, publishing etc
16. Implement schemes for testing prior to any system changes and manage user acceptance testing;
17. Provide cover on Weekends, Bank Holidays and other annual leave for wider Museums Booking Team, to ensure there are no gaps in the bookings team at any given time.

All of the above is not an exhaustive list of duties and the postholder will be expected to perform different tasks as necessitated by their changing role within the organisation and the overall business objectives of the organisation.

<b>Person Specification</b>		
	<b>Essential Criteria</b>	<b>Desirable Criteria</b>
<b>Qualification</b>	Completed a broad education including GCSE grade C and above in English Language and Maths (or equivalent)	Computer Literacy and Information Technology (CLAIT) level 1 or European Computer Driving Licence (ECDL) level 1 or equivalent
<b>Experience and Knowledge</b>	<p>Has experience of customer liaison in a sales environment, in retail, or in telesales</p> <p>Has a sound working knowledge of Microsoft Office applications and confident using the internet</p> <p>Has previous experience of an entertainment or leisure organisation in either ticketing or front of house</p>	Has knowledge of Galaxy (or similar ticketing systems) and updating of systems
<b>Skills</b>	<p>Possesses a high level of literacy and numeracy</p> <p>Strong IT skills</p>	
<b>Aptitude</b>	<p>Confident to trouble shoot and find solutions when problems arise with systems</p> <p>Is self-motivated and self-reliant and can use own initiative when dealing with customer enquiries</p> <p>Is able to deal effectively and diplomatically with the public, both by phone and face-to-face, communicating with people of all ages</p>	
<b>Circumstances</b>	Flexible attitude towards hours of work, as regular weekend and bank holiday working will be required	
<b>Safeguarding Children, Young People and Vulnerable Adults</b>	<p>Fully understands their role in the context of safeguarding children, young people and vulnerable adults</p> <p>Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults</p>	
<b>Equal Opportunities</b>		An understanding of Equal Opportunities

**Purpose of this Job Description:**

Birmingham Museums Trust (BMT) considers this document as a “snapshot” of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the

requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.