



JOIN THE JOURNEY

**DATA AND TICKETING MANAGER
JOB DESCRIPTION**

**TOBACCO
FACTORY
THEATRES**



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Tobacco Factory Theatres is a place of Welcome and Wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

Last year, we made our work more accessible than ever with over 5,000 concessionary tickets issued for those who would not be able to attend at the standard price. At Christmas we were delighted to offer our free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with older people.

Working from a place of sustainability, the last year at TFT has been an exciting time of growth for the organisation with 3 new home made productions; *Così fan tutte* (co-produced with Opera Project), *Rapunzel: A Hairy Tale* and *Macbeth* (directed by our Artistic Director, Heidi Vaughan) forming part of a dynamic new in-house production programme. These productions compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.

DATA AND TICKETING MANAGER

Reports to: Communications and Fundraising Director

Responsible for: Sales Team Assistants (Box Office)

The Data & Ticketing Manager supports the effective delivery of TFT's Box Office operations, ticketing systems and audience data function: ensuring that sales, customer experience and insight all work together to maximise revenue and engagement.

You will hold responsibility for Box Office operations, infrastructure, budgets and staffing, overseeing the day-to-day running of the team and maintaining clear processes and high standards of customer service across all sales channels.

You will manage ticketing and data platforms, providing accurate reporting and actionable insight to colleagues across Marketing, Communications and Fundraising. Working collaboratively across teams, you will use data to support sales growth, audience development and income generation.

You will line-manage a team of Sales Assistants, supporting their development across sales delivery, customer engagement and data management. In partnership with the Marketing & Communications Manager, you will contribute to the delivery of the annual Sales target.

Some evening and weekend working will be required within contracted hours, particularly during the busy festive period, for which time off in lieu will be given where appropriate.

BOX OFFICE OPERATIONS

- Line-manage and support a team of Sales Assistants including scheduling, recruitment, onboarding and training/development.
- Oversee Box Office operations, including infrastructure (phones and payment devices) and provider liaison.
- Manage and update Sales Team contracts and agreements both for staff and suppliers.
- Oversee required repairs, renewals and replacement of Key Box Office equipment.
- Monitor and manage payroll reconciliation, Box Office budgets and accurate reconciliation of takings, investigating and reporting variances where required.
- Oversee PCI compliance across box office systems and hardware.
- Maintain and update Box Office procedures, risk assessments and collaborative systems (e.g. Trello)
- Lead the show cancellation/show change procedure.
- Oversee the raffle prize request process.
- Represent Box Office voice in relevant cross-departmental meetings.
- Use agreed communication channels to share timely operational updates and support the team during BO opening hours.

CUSTOMER ENGAGEMENT AND SALES

- Ensure a high standard of customer service across all sales channels (in person, phone, and online including social media).
- Implement sales and fundraising campaigns/strategies across key customer touchpoints to maximise income and engagement.
- Respond to customer enquiries and feedback, resolving issues and escalating where appropriate.
- Ensure customer-facing communications (website, social media, email and on-site materials) are accurate and up to date.
- Promote and facilitate group and school bookings, in collaboration with the wider sales team.
- During scheduled show incomings, manage counter sales, enquiries, and liaise with Front of House staff to ensure smooth operations.
- Proactively sell tickets/memberships, and promote fundraising opportunities.

SHOW BUILDS / ON-SALE PROCESS

- Oversee the delivery of all sales processes (including event set-up, show-builds, ticket promotions and fundraising campaigns) to ensure accuracy and efficiency.
- Manage event administration in Spektrix and on the website, including event set-up, archiving, financial targets, seat locking and seat swaps.
- Coordinate data/ticketing approvals (e.g. Trello/contra sign-offs).
- Set up and manage Visiting Company offers, comps and on-sale communications.
- Schedule and distribute reports for Visiting Companies and internal stakeholders.

CRM / DATA MANAGEMENT

- Maintain accurate customer and fundraising data in Spektrix, including compliance (right to erasure) and data hygiene.
- Support the Fundraising Manager with the set-up and administration of memberships, donors, and fundraising campaigns.
- Assist the wider team by compiling audience insights from Spektrix reports to inform marketing/programming strategies, or contribute to project settlements.
- Where requested, liaise with Spektrix to create bespoke reports.
- Co-ordinate Arts Council England events reporting via Illuminate.

OTHER RESPONSIBILITIES

- Manage and promote TFT's ticketing agent services to external organisations.
- Maintain strong knowledge of the theatre programme to support informed customer interactions and sales.
- Other responsibilities relevant to the role as may be reasonably required.

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in 'We would like to hear from you'.

WE WOULD LIKE TO HEAR FROM YOU IF YOU HAVE THESE CORE ATTRIBUTES REQUIRED FOR THE ROLE:

- Experience managing or supervising Box Office, ticketing, sales or customer service operations in an arts, cultural, events or visitor-focused organisation.
- Experience using ticketing or CRM systems to manage events, customer records and sales processes (ideally Spektrix)
- Strong understanding of Box Office operations, including event set-up, ticket allocations, pricing structures and sales processes.
- Ability to analyse and interpret sales or audience data, producing reports or insights that support marketing, programming or income generation
- Experience line-managing or supporting staff, including scheduling, training and day-to-day supervision.
- Excellent customer service and communication skills, with the ability to respond to enquiries and build positive relationships with audiences and colleagues.
- Strong organisational and operational skills, with the ability to manage multiple priorities while maintaining accuracy in financial, ticketing and customer data.

YOU MIGHT ALSO HAVE THESE DESIRABLE SKILLS AS WELL.

THESE WILL STRENGTHEN AN APPLICATION BUT ARE NOT MANDATORY.

- Experience working in a theatre, performing arts or live events organisation.
- Experience using Spektrix as an arts ticketing/CRM system.
- Experience supporting membership schemes, donors or fundraising campaigns through CRM or ticketing systems.
- Experience contributing to sales campaigns, audience development or marketing activity.
- Experience producing advanced CRM reports or audience insight analysis.
- Knowledge of data protection, data hygiene and compliance requirements relating to customer data.
- Experience working with visiting companies, producers or external ticketing clients.
- Knowledge and enthusiasm for the arts, particularly theatre.

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Annual Salary/Fee:

£29,580 pro rata

Contract:

18 month fixed term contract, Part Time (0.6 FTE)

Hours:

24 hours per week (including at least one evening show incoming shift)

Holiday Entitlement:

30 days per annum (pro rata) inclusive of Bank Holidays

Probationary Period:

3 months

Notice Thereafter:

2 months

Normal Place of Work:

Tobacco Factory Theatres, Raleigh Rd, Bristol, BS3 1TF

SUBMITTING YOUR APPLICATION

- 1 Please complete a [personal information form](#) (Part 1)
- 2 Include one of the following:
 - Completed [application form](#) outlining your experience against the person specification and JD (Part 2)
 - A short film/audio file explaining your relevant experience and interest in the role.
- 3 Also include a completed [Equalities Monitoring form](#).
- 4 Please email us using the subject line below:



Email: recruitment@tobaccofactorytheatres.com
Email Subject: Data and Ticketing Manager



Application Deadline: 10am, Tuesday 7th April 2026



Interview dates: Thurs 16th April 2026 [2nd interview, if required on 22nd April]

**IF YOU NEED THE APPLICATION PACK IN AN ALTERNATIVE FORMAT OR HAVE ANY QUESTIONS AT ALL,
PLEASE EMAIL RECRUITMENT@TOBACCOFACTORYTHEATRES.COM.**