



Ipswich Borough Council

Job Description: I83a

Finance & Systems Assistant

Main Purpose of Job

To provide financial assistance and administration to the Ipswich Theatres service and the wider Commercial Development service.

Main Duties

1. Dealing with customer queries - including resolving complex booking and payment issues, overseeing group booking requests, taking payments for reserved orders, dealing with lost property, and other general customer queries as they arise. Proactively ensuring all up-sells are maximized.
2. Assist the Shows & Finance Manager with the venue's accessibility offering, including responding to customer access queries, administering the venue's access memberships and accessible performances, by booking in suppliers, ensuring accurate information is shared, and supporting access members arranging visits to the venues.
3. Assist with the administration of income generation within in house membership and loyalty schemes. Overseeing processes to fulfilling online orders relating to service area merchandise and secondary income streams. This includes reconciling income, packaging and posting merchandise/shop items, maintaining accurate stock records.
4. Support the front of house team in the administration of the pre-order system for refreshments.
5. Act as the service area's contact for requisition and purchase order administration and support for the wider team. Supporting the team with raising PO's with correct cost codes and accurate information.
6. Assist in welcoming venue visitors, offering hospitality as required, ensuring appropriate site access, checklists and visitor records are completed.
7. Issuing customer communications related to show timings changes (as confirmed by the Shows Assistant) and additional info such as Meet and Greets and show perks. Collating and distributing weekly show feedback to the theatre's management team.
8. Provide general administrative services for all staff including the ordering of stationery supplies, cashiering supplies, office equipment and the management of electronic and physical records.
9. Providing cover for the Shows Assistant when required and actioning relevant ticketing administration duties as and when required. Maintain a good working knowledge of all ticketing and internal systems to support the service area.

10. Oversee the Cashing up and the accurate reporting for the Car Parks income. Working with the cashiers and external security staff.

11. Support the Finance and Systems Officer with any financial tasks as required, including income posting etc. Support the cashier team as required for weekly show reconciliation and offer cover support as required.

12. Provide excellent communication across the service, distributing show information, rider requirements, confirmed show timings, and ensuring accuracy of public website information as directed by the Shows Assistant.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.