

London Philharmonic Orchestra

Sales & Ticketing Manager Recruitment Pack

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London
Philharmonic
Orchestra

About us

Uniquely ground-breaking and exhilarating to watch and hear, the London Philharmonic Orchestra has been celebrated as one of the world's great orchestras since 1932. Our company mission is to share wonder with the modern world through the power of orchestral music, which we achieve through our exceptional programmes, pioneering education and community projects, acclaimed recordings and trailblazing international tours. The Orchestra balances a long and distinguished history with its reputation as one of the UK's most forward-looking ensembles, and is internationally recognised as a leading world orchestra providing excellence, versatility, invention and inclusivity in all that we do.

We are committed to sharing the wonder of world-class music with the broadest possible audience. Over the last three decades, our Education and Community department has introduced many people to orchestral music and created opportunities for people of all backgrounds to fulfil their creative potential, reaching over 23,000 people last year (2023/24) alone. Our programmes provide first musical experiences for children and families; the leading talent development schemes for emerging instrumentalists, composers and conductors; and significant programmes with both adults and young people living with disability. We place a strong value on Equity, Diversity and Belonging in all that we do, with significant development and programming initiatives in this area. All of our programmes allow participants to bring their creativity, enthusiasm and unique perspectives into the LPO to revitalise, enrich and enhance our practice and relevance to the world in which we live.

The LPO prides itself at being on the forefront of technology, continually finding new and innovative ways to share our music with millions of people worldwide. The LPO has 1.6m followers across all social media channels alongside c.150 million streams across Spotify and Apple, and we continue our reign as the most-followed professional orchestra on TikTok throughout 2024. We can be heard on award-winning film soundtracks such as *The Lord of the Rings* and on computer games, and we recorded 'Backstage with the London Philharmonic Orchestra', a four-part docuseries with Sky Arts, which aired in 2024. We also reach audiences through our partnership with Marquee TV, which allows us to broadcast live concerts and enables better accessibility for viewers to share and relive the wonder of our music from anywhere and everywhere.

At the heart of the LPO we champion a strong commitment to corporate citizenship, reflecting on, engaging with, and acting upon the challenges of today's society. To our employees we promise an inclusive, respectful environment where you will find a warm welcome and a strong sense of belonging, whatever your background. It is our aim that staff can see themselves in the Orchestra's work and that their voices are heard through regular company initiatives that offer opportunity to feed back and contribute. Such values are also recognised through our music, with recent seasons' programmes exploring key moments in history and topics such as migration and the power of creativity. We are committed to ensuring that our operations are as sustainable as possible and that the Orchestra delivers significant impact across all areas of its activity.



What to expect when working with us

Prior to starting at the LPO you will be equipped with all the relevant information to ensure a seamless start with the company. During your induction you will meet one-to-one with each member of the Senior Leadership Team, be assigned a buddy, be introduced to all members of staff, and have tours of our office, rehearsal venue and the Southbank Centre, where we are Resident Orchestra. We have a small office team of 33 alongside our 'On the Road' team consisting of 6 individuals. We are a unified and friendly organisation who encourage you to learn first-hand from the experience of others, build valuable relationships and showcase your creative thinking and abilities, all while being supported within a collaborative, inclusive and enjoyable working environment.

We offer a range of company benefits aimed at promoting wellbeing, goodwill and an engaged workforce:

- 25 days of annual leave per annum, rising by one day for each full year of service (September–August) to a maximum of 28 days (pro rata)
- After three months in the position, access to a 6% contributory pension scheme
- Two complimentary tickets for all of the LPO's Royal Festival Hall own-promoted concerts
- A total of four seats each summer for Final Dress Rehearsals at Glyndebourne Festival Opera
- Discounts at food/drink and retail outlets across the Southbank Centre site
- Discounted access to various galleries and museums across London through the Southbank Centre's reciprocal scheme
- Season ticket scheme providing loans for annual travel passes
- Support in promoting and maintaining positive mental health, including access to Mental Health First Aiders, confidential support helpline and peer support
- Cycle to Work scheme
- Free eye tests and contribution towards spectacles where required



About the role

Job title	Sales & Ticketing Manager
Reports to	Marketing & Communications Director
Works with	All departments across the organisation, most specifically the Marketing & Communications team, but additionally the Development, Education & Community, Finance and Concerts teams
Salary	£32,000 pa
Location	London Philharmonic Orchestra, 89 Albert Embankment, London, SE1 7TP. Pro-rata equivalent of three days working in the office and two days working from home per week possible.
Hours	Standard hours are 9.30am–5.30pm Monday–Friday (flexible start times with core hours of 10am–5pm). Some evening and weekend work will be required during the concert season.

The post will have a six-month probationary period.

Principal responsibilities

The postholder will oversee the smooth running of the LPO's ticketing operation (Tessitura), and be the first port of call for all ticketing and sales-related enquiries. They will be responsible for selling tickets and processing bookings for LPO concerts and events, setting up ticket offers, handling ticketing income and administering the ticketing system. As the Tessitura lead, the postholder will keep abreast of the latest developments and functionality of the system to ensure that all LPO departments make the most of its capabilities. He/she will also seek to maximise opportunities for improving the customer experience through all channels.

Main tasks

- Ensure the smooth running of the LPO's ticketing operation
- Main point of contact for telephone bookings, returns/exchanges, group bookings, customer comments, complaints and general feedback
- Process online ticket returns within agreed timeframes
- Ticket administration of the LPO's BrightSparks schools concert series
- Liaise with LPO staff and players, artists, agents, Tessitura consortium members and venue ticket offices on ticket-related requests and activity
- Set up events/merchandise on Tessitura according with appropriate seating/pricing plans according to Marketing department deadlines

Continued overleaf



Main tasks cont.

- Set up all ticket offers and discounts on Tessitura
- Identify opportunities to sell discounted tickets via external sales channels (Time Out/Central Tickets etc.) and liaise with ticket promoters
- Administration of Student Pulse tickets; setting up allocations of tickets to sell via third-party sales platform, distributing tickets to students on concert day
- Prepare reports or provide data analysis as requested by Marketing colleagues or other members of staff, and advise on appropriate reports when required
- Use Tessitura Analytics to create engaging dashboards to communicate sales data
- Administration of the LPO's ecommerce platform (TNEW)
- Closely monitor seat holds across departments to ensure that ticket income can be maximised
- Liaise with the Concerts department on technical holds required for Marquee TV filming, stage extensions, or other production requirements, reseating customers where required
- Monitor stock levels of ticketing supplies e.g. ticket stock, and maintenance of ticket printers as required
- Lead on the organisation's dynamic pricing strategy, proactively seeking and acting upon opportunities to maximise yield and exceed sales targets
- Work with the Finance department to ensure accurate financial reconciliation
- In collaboration with the Finance Director, administer the LPO's Windcave (payment processor) account, ensuring smooth running of online transactions, providing reports or investigating any discrepancies as required
- Work with Development department staff to help them maximise the fundraising capabilities of Tessitura, and to fulfil their ticket requests
- Act as a point of contact with Southbank Centre/Tessitura/web agency for system maintenance, upgrades, web integration issues and other troubleshooting queries
- Keep abreast of frequently changing data protection regulations and ensure that with all Tessitura-related activity and processes, we maintain best practice and remain compliant
- Lead by example by demonstrating excellent customer service skills
- Train new team members on Tessitura and general box office procedures and policies, with customer service standards being a priority
- Develop and maintain documentation and training material on ticketing policies and procedures
- Attend monthly Tessitura consortium meetings, follow up on opportunities identified, and feed back to colleagues as necessary
- Attend Resident Orchestra meetings at the Southbank Centre, communicating any relevant information back to the Marketing team, and feedback any concert night issues to the Southbank Centre
- Identify potential areas for development within Tessitura (both ticketing and fundraising), and lead on the presentation and follow-up of these opportunities with relevant colleagues
- Attend London Philharmonic Orchestra concerts at London's Southbank Centre/other venues on a rota basis to staff the Orchestra's ticket desk



Person specification

Essential

- Significant experience of Tessitura CRM software (or other similar ticketing system), including ticketing and event setup
- Strong organisational skills
- Ability to work both independently and within a busy Marketing department, and to manage, train and motivate other colleagues
- Ability to use initiative to identify opportunities for maximising ticket revenue
- Excellent communication skills, including public-facing
- Strong conflict resolution skills
- Ability to multi-task and to remain calm in pressurised situations
- Proactive nature and drive to continually maximise the potential of Tessitura as a ticketing, fundraising and CRM system
- Accuracy and attention to detail
- Strong numeracy skills
- Flexibility in relation to working hours to accommodate some evening work
- Ability to work with internal and external colleagues in a professional manner

Desirable

- Interest in classical music
- Understanding of Data Protection and PCI regulations
- Experience using TNEW or similar ecommerce platform



How to apply

The closing date for applications is 10am on Tuesday 8 April 2025.

The London Philharmonic Orchestra is committed to equal opportunities and diversity. We actively welcome applications from all sections of the community, recognising that we are stronger as a diverse team bringing a range of lived experiences to our goal of sharing the wonder of orchestral music.

Please visit lpo.org.uk/jobs, where you will be asked to complete a short form before uploading your CV and covering letter. If you are unable to apply online, please contact Kath Trout, Marketing & Communications Director, at kath.trout@lpo.org.uk for further information.

CVs should include:

- Details of relevant achievements and experience as well as educational and professional qualifications
- Details of your notice period and names of two referees, together with a brief statement of the capacity in which they have known you, along with an indication of when in the application process they may be contacted (please note that we will not contact your referees without your express permission)
- An indication of your current salary (if applicable)
- Contact details including day and evening telephone/mobile numbers

Your covering letter should summarise your interest in this post, providing evidence of your ability to match the criteria outlined in the Person Specification on page 6.