

**TE AHUREI  
TOI O TĀMAKI**

**AUCKLAND  
ARTS FESTIVAL**

## POSITION DESCRIPTION

**Position:** Ticketing Manager / Kaiwhakahaere Tikiti  
**Reporting to:** Chief Executive (and in their absence, the Head of Business & Finance)

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### Summary

The Ticketing Manager / Kaiwhakahaere Tikiti will lead all ticketing for Te Ahurei Toi o Tāmaki / Auckland Arts Festival (AAF) 2023. The focus of this role will be to provide exceptional and organised ticketing set ups for all AAF 2023 shows and events across a range of ticketing platforms. A key to success is the ability to hold strong relationships with ticketing personnel from a multitude of venues and agencies. Experience with ticketing software and maintaining financial spreadsheet reports is essential.

### Term

This is a fulltime, fixed-term position commencing August 2022 until mid April 2023. Normal hours of work will be 40 hours per week, between the hours of 8am-6pm, Monday to Friday. Extra hours will be required during high peak periods of activity, which may include Saturdays, Sundays and evenings.

### Required Skills and Experiences

- Significant experience in the ticketing industry
- High-level computer literacy (Word, Excel, Outlook, ticketing systems)
- Excellent interpersonal, written and oral communication skills
- High level of accuracy and attention to detail
- Strong ability to work to deadlines and a sometimes-pressured workload
- Previous staff management experience
- Working knowledge of ARCHTICS and DATAFEST would be a plus

### Primary Relationships

- Chief Executive
- Head of Business & Finance
- Head of Marketing & Communications

### Secondary Relationships

- Head of Technical & Production
- Head of Programming
- Partnerships Manager
- Publicist
- Access & Inclusion Coordinator
- Creative Learning Coordinator
- Other Festival staff
- Venues and ticketing agencies

## **Direct Reports**

- Ticketing Assistant

## **Primary Areas of Focus**

- Manage the ticketing for AAF 2023 in line with organisational procedures and policies including internal needs and relationships with external agencies and venues
- Assist the senior management team with the development of ticketing policies, plans and pricing
- Manage the seating plans/venue builds for each AAF 2023 show and event, working closely with the Head of Technical & Production
- Formulate and monitor ticketing procedures
- Manage ticketing financial systems and banking processes, working closely with the Accounts team
- Ensure artists receive complimentary tickets as contracted, working closely with the Programming team
- Work with Chief Executive and Partnerships Manager on the allocation of VIP Tickets including sponsors, Board, Patrons, staff, etc.
- Work with Publicist on the allocation of media tickets
- Process in house ticketing for both Access & Inclusion and Creative Learning programmes
- Work with the marketing team to load special offers and ticketing discounts as needed
- Complete sales and attendance reporting as necessary during and after the Festival
- Manage the Ticketing Assistant
- Execute excellent customer service as needed
- Other duties as required

Please email CV and cover letter to [hr@aaf.co.nz](mailto:hr@aaf.co.nz) by 10am Monday, 15 August 2022. Interviews will be held and decisions will be made within the following week for a negotiated start as soon as possible. The successful applicant will need to be based in Auckland.