



THEATRE ROYAL

SYDNEY

We are currently seeking a **Ticketing Assistant** to join our dynamic team. Working 3 days per week, this permanent part time role supports the Ticketing Manager, and is responsible for the administrative requirements of the ticketing function. This includes the event builds, Opening Night ticketing requirements, development of SOP's for the ticketing procedures and systems and data analysis to identify areas of sales focus.

The Ticketing Assistant will contribute to the success of the business by providing consistent, memorable and world class experiences to all stakeholders. As such, this role requires flexibility depending on each production's requirements and performance schedule. This may include evenings and weekends.

A working knowledge of box office operations and a customer service focus is essential to the role to ensure that the ticketing experience and box office reflect the high standards. We are looking for a focussed individual with high attention to detail, who enjoys working to a deadline and interpreting data to develop initiatives to attain an objective. A flexible approach with a demonstrated ability to collaborate with others and communicate well to manage various stakeholders is important for success in the position. Proficiency in CRM systems, ticketing platforms and Microsoft office is required. Previous experience using Hubspot and Tixly platforms would be highly regarded.

We offer our team remuneration benefits such as additional parental leave benefits, access to our generous discount and reward scheme, ticketing perks as well as a supportive environment including development planning and provide a value centered workplace.

For further information about this role, please refer to the **Position Description** below.

To submit your application, please submit your current resume to trsrecruitment@trafalgarentertainment.com.au with the Subject Line 'Ticketing Assistant Application – Theatre Royal Sydney' by **Monday 15th September 2025, 5:00pm**.

Early applications are encouraged as suitable candidates may be invited to attend an interview prior to the closing date.

Applications are open to those with full working rights in Australia. Theatre Royal Sydney is an Equal Employment Opportunity Employer.



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Position Description

Position: Ticketing Assistant
Reporting to: Ticketing Manager
Position type: Part Time
Location: 108 King Street, Sydney

Our Company:

Theatre Royal Sydney (TRS) is one of Australia's oldest theatrical institutions, originating in 1832 with the current TRS built in 1976. In 2017, Trafalgar Entertainment became the new operators of TRS and after an extensive restoration period, the theatre reopened in December 2021. The iconic 1,200 seat theatre is an architectural masterpiece and centrepiece of theatre in Sydney's CBD. The theatre is home to a broad range of entertainment including dramas, plays, comedy and musicals.

By joining TRS, you are joining the leading international live entertainment company, **Trafalgar Entertainment (TE)**. Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is focussed on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres (comprising Trafalgar Theatre and Olympia Theatre in London, Theatre Royal Sydney, and 12 UK regional venues), Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Helen O'Grady Drama Academy, London Theatre Direct, Jonathan Church Theatre Productions and The Chiswick Cinema.

About the Role:

The **Ticketing Assistant** is a pivotal role in the successful management of Theatre Royal Sydney's ticketing and box office operations. This role is responsible for the administrative requirements of the ticketing function. This includes the event builds, Opening Night ticketing requirements, development of SOP's for the ticketing procedures and systems and data analysis to identify areas of sales focus. This position supports the Ticketing Manager and offers position coverage during times of leave. A working knowledge of box office operations and a customer service focus is essential to the role to ensure that the ticketing experience and box office reflect the high standards and ideals of Theatre Royal Sydney and Trafalgar Entertainment.

The Ticketing Assistant will contribute to the success of the business by providing consistent, memorable and world class experiences to all stakeholders. As such, this role requires flexibility depending on each production's requirements and performance schedule. This may include evenings and weekends.

Equal Opportunities and Diversity:

We LOVE entertainment, and in our world, EVERYONE has a part to play.

Trafalgar Entertainment and its subsidiary companies are committed to ensuring that the organisation is truly inclusive, diverse and anti-racist, achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. We believe that all employees and customers are entitled to be treated with respect and dignity.



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Key Responsibilities:

- Provide support to the Ticketing Manager to ensure all production event builds are completed accurately and in a timely fashion. This includes ensuring all seat maps and pricing is built to Producer's specifications.
- To ensure seat kills, restricted viewing and accessibility seats are captured correctly in event builds prior to on sale
- To ensure all performances are put on sale in a timely and accurate manner working closely with related internal stakeholders
- Utilise the ticketing system and CRM to extrapolate data and interpret it to provide recommendations to the business for areas focus for commercial gain.
- Develop all ticketing related Standard Operating procedures (SOPs) for the Box Office and broader Ticketing team
- To represent the theatre with professionalism and enthusiasm, actively promoting the company vision and values of the venue, Theatre Royal Sydney, and international company, Trafalgar Entertainment

Main Duties:

- Liaise with the Ticketing Manager and Producers to create accurate seating plans and event builds in readiness for on sales
- Work with the ticketing Manager to ensure initiatives are implemented to ensure the achievement of TRS' KPI's, maximizing sales revenues through the efficient and effective sale of tickets
- To provide accurate and efficient reporting to internal and external stakeholders on a weekly and monthly basis
- To work closely with internal departments and support all ticketing financial set-up including fees, payment methods, donations, and advance reporting
- To support, and occasionally take a lead on key ticketing related projects from inception to delivery including upgrades, enhanced functionality/new technologies and website integration to ensure the most effective ticketing operations possible
- Ensure relevant customer data captured by the ticketing system is integrated with TRS Customer Relationship Management (CRM) system
- Work in collaboration with the Marketing Executive to ensure industry best practice in use of the CRM
- Conduct regular training of Box Office Supervisor and Box Office Assistants, ensuring best practices are implemented
- To document and ensure all quality assurance processes are implemented
- To oversee holds, offer set-ups and other administrative tasks
- To oversee ticketing requirements for special events including Opening Night and preview performances.
- To assist the Ticketing Manager with additional duties as required and provide a backup for the Ticketing Manager tasks during periods of leave.



Work, Health & Safety:

- To adhere to all Work, Health & Safety procedures to minimise the risk of injury and accidents
- To understand the WHS procedures and risk assessments and Theatre Royal Sydney's operational integration within 25 Martin Place
- To report any incidents, accidents and near misses to the Theatre Management
- To assist in completing departmental risk assessments and ongoing document and procedural review.
- To have a willingness to assist in case of emergency, administer First Aid and undertake regular First Aid Training as required
- Play an active role as part of the venue's Emergency Response Team and to ensure the safe execution of the Emergency Response Procedures Manual
- To attend Work, Health & Safety training, as required

Position requirements:

- Box Office Experience
- Experience working in live events and with ticketing systems (Tixly or NLiven preferred)
- High level proficiency in Microsoft Office especially excel
- Strong attention to detail
- Ability to interpret data and develop conclusions and initiatives to aid in a commercial outcome
- Ability to complete tasks to a deadline in the ever-changing land scape of live entertainment
- Flexible approach
- Ability to work independently and as part of a team
- Experience in communicating with and managing various stakeholders for a positive outcome
- Calm and patient demeanour with achievement and accountability focus