



DIR Ticketing

1. ORGANIZATIONAL CONTEXT

Position Title:	DIR Ticketing	Job family:	Ticketing
Level / Grade:	DIR	Position Scope:	
Sub Level / Grade:		Department:	Games Services

Organization chart indicates the position in the organization

Reports to:	ADG Games Services	Reported by:	
--------------------	--------------------	---------------------	--

2. POSITION SUMMARY

The Director of Ticketing is a key member of the OC management team responsible for establishing the ticketing strategy for the 2010 Commonwealth Games, ensuring maximum value from ticketing sales.

The high profile nature of the role demands an excellent business and leadership presence, combined with creative problem solving and the confidence to interact with the very top levels of OC Executive Management as well as various external stakeholders/organisations. Exceptional intellectual ability in strategic, analytical and operational thinking is also required.

This position reports to the ADG Games Services.

3. KEY ACCOUNTABILITIES

- Responsibility for the production and sales of all tickets for the 2010 Commonwealth Games venues and events.
- Develop a business plan that builds on the existing plan that formed part of the bid submission - that incorporates the ticketing pricing strategy by day, venue and event.
- Develop the solutions strategy for ticketing technology which will include developing and agreeing the formal tender approach to cover ticketing technology, sales processes, ticket production / distribution and customer management.
- Manage ongoing relationship with outsourced provider of ticketing system.
- Work closely with the Commercial function to develop an integrated business plan.

- Establish a close working relationship with other functions, particularly Venues & Sports to ensure that ticketing strategy supports overall Games strategy.
- Manage the Ticketing functional area and ensure all aspects of work that are related to Ticketing are executed on time and within the budget.
- Management of the integrated operational planning process for the Ticketing function in order to develop functional strategies, policies, budgets, master plans and specific Games-time plans.
- Report progress of the Ticketing program at regular intervals to the OC Executive Management and liaise with the functional areas for overall reporting purposes.
- Write reports to detail progress against plan and against budget, for the relevant internal and external stakeholders.
- Ensure risks to the Ticketing program's successful outcome are properly identified, evaluated, reported and that appropriate remedial actions are put in place.
- Develop Ticketing policies and procedures for input into the venue planning process.
- Working with all relevant FA program areas to develop & refine the Ticketing Concept of Operations and associated plans.
- Prepare task descriptions for all the Ticketing positions at all venues.
- Facilitation of internal and external meetings relating to the provision of the Ticketing functional area.
- Recruit, train and roster Ticketing volunteers in conjunction with the HR/ Volunteers department
- Ensure communication with the OC Executive Management and other senior executives is highly effective.
- Define the Ticketing Department structure and headcount levels. Build and manage a Ticketing team and ensure resources are optimally employed.
- Ensure a centralised strategy and Ticketing program management function is established to drive the inclusive development of the Ticketing business strategy and maintain a central overview of delivery activity, both at a strategic and operational level.
- Ensure that all Ticketing projects and programmes are inception and implemented following structured methods ensuring that appropriate mechanisms are in place to track the benefits and risks for all projects and programmes within the FA function.
- To establish a robust project management framework so that all business critical projects follow a formal and structured cycle ensuring a consistent approach across the Ticketing function. A critical element of this will be to ensure all dependencies, priorities and risks are managed.
- Help facilitate/support regular internal steering group meetings.
- Help facilitate/support regular external OC meetings to ensure interfaces with the Government and other stakeholders are managed effectively.

4. KEY DELIVERABLES / KEY RESULT AREAS

- Consult with other program areas to ensure operational planning incorporates the needs and requirements of the Ticketing program.
- Develop cooperative and positive relationships with a wide range of internal stakeholders and external agencies to ensure a high standard of customer service is delivered.

5. PROBLEM SOLVING & DECISION MAKING

- Experience of working across functional boundaries within complex organisations.
- Ability to manage staff and volunteers under pressure.
- Ability to manage resources to meet multiple/competing demands, secure implementation of changes and delivery outcomes to time and budget.
- Excellent problem and conflict solving abilities.
- Ability to quickly assess problems and take necessary actions / make appropriate decisions for effective resolution.
- Proven ability to remain poised under pressure and strong attention to detail.
- Flexibility and adaptability under adverse conditions.
- Logical approach to problem solving.
- Demonstrated high levels of integrity

6. MINIMUM REQUIREMENTS

Level of Education	A post- graduate degree or diploma from a recognized institution in a related field.
Experience	<p>Min 5 to 7 years of experience with 4-5 years in a leadership role</p> <p>Knowledge of principles and theories of professional / technical specialty</p> <p>Previous experience working in a fast-paced, multi-level, project based environment with emphasis on timelines and delivery.</p> <p>Previous multi-sport event experience preferable</p>

7. UNIQUE KNOWLEDGE AND SKILLS

(Special technical skills & knowledge needed for the satisfactory performance of the job)

- Experience of establishing and leading a ticketing function for a large-scale organisation or major events.
- Experience of developing and implementing detailed commercial plans.
- Familiarity with the latest ticketing technology and previous experience of running a tender process for a significant systems implementation.
- Prior experience in writing policies and procedures for complex processes.
- Demonstrated high-level oral communication, interpersonal and presentation skills with the ability to negotiate effectively.
- Demonstrated experience in delivering a high level of organisation skills including the demonstrated ability to assist other team members to deliver to tight deadlines.
- Strong ability to build working relationships with internal function areas and external agencies at both strategic and operational levels.
- Demonstrated ability to cooperate and work well with others in the pursuit of team goals; share information; support others; show consideration, concern and respect for others' feelings and ideas; accommodate and work well with the different working styles of others.
- Demonstrated track record in providing high standards of customer service.
- High-level project, financial and strategic management of large scale, high profile functions involving multiple stakeholders.
- Excellent oral, written and presentation skills, with an ability to develop, communicate and gain ownership for a clear vision and direction.
- High comfort level in utilising technology.
- Demonstrated leadership skills through a career of progressively increasing responsibilities, preferably in industries or companies that experience significant growth over time.
- Ability to work effectively in co-operation with other stakeholders in a dispersed multi disciplined environment.
- Extensive experience in managing teams of professionals and interacting with all levels of organisations and external stakeholders.
- Ability to build strong relationships with OC partners, including various government agencies.
- Capacity to work under pressure, pro-active and multitasking.
- Cultural sensitivity and experience in multicultural settings required.