**SECTION A: JOB DETAILS**

<table>
<thead>
<tr>
<th>REFERENCE NUMBER:</th>
<th>D-10124</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMPAIGN TYPE:</td>
<td>Concurrent</td>
</tr>
<tr>
<td>JOB TITLE:</td>
<td>Ticketing and Retail Systems Manager (this is a joint House of Commons/House of Lords post)</td>
</tr>
<tr>
<td>PAYBAND:</td>
<td>B2</td>
</tr>
<tr>
<td>PAY RANGE:</td>
<td>£28,718-£35,723</td>
</tr>
<tr>
<td>ALLOWANCES:</td>
<td>N/A</td>
</tr>
<tr>
<td>DEPARTMENT:</td>
<td>Department of Information Services (DIS)</td>
</tr>
<tr>
<td>SECTION:</td>
<td>Visitor Services</td>
</tr>
<tr>
<td>REPORTS TO (Job title):</td>
<td>Commercial Visits Business Manager</td>
</tr>
<tr>
<td>NUMBER OF POSTS:</td>
<td>1</td>
</tr>
<tr>
<td>HOURS (p/w):</td>
<td>Full-time</td>
</tr>
<tr>
<td>CONTRACT TYPE/DURATION:</td>
<td>Permanent</td>
</tr>
<tr>
<td>ISSUE DATE</td>
<td>03 December 2013</td>
</tr>
<tr>
<td>CLOSING DATE FOR APPLICATIONS</td>
<td>31 December 2013</td>
</tr>
</tbody>
</table>

**SECTION B: SCOPE OF THE ROLE**

**JOB PURPOSE**

The Ticketing and Retail Systems Manager will be responsible for the management and efficiency of the commercial systems which are used within Visitor Services and Retail. Reporting directly to the Commercial Visits Business Manager, with a dotted line to the Retail Business Manager. The Ticketing and Retail Systems Manager will have a particular responsibility to ensure that both retail and ticketing management systems are supporting the needs of the business and helping to maximise income.

**KEY INTERNAL RELATIONSHIPS**

Managers and colleagues across Visitor Services, Retail and Marketing  
House of Commons managers and staff  
House of Lords managers and staff  
Education Service and Public Engagement and Learning Section  
Media, Web and Information Office staff (both Houses)  
Finance and Budget Manager  
Parliamentary Estates Directorate  
PICT

**KEY EXTERNAL RELATIONSHIPS**
<table>
<thead>
<tr>
<th>Contracted suppliers and potential suppliers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groups travel/trade operators</td>
</tr>
</tbody>
</table>

**MANAGEMENT RESPONSIBILITY**

N/A

**ADDITIONAL INFORMATION REGARDING THE POST**

**Location**
This post will be located on the Parliamentary Estate.

**Hours**
Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

The post holder will be required to work 5 days a week, and one of these days will be a Saturday. Exact hours of attendance each day are to be agreed with line management but will be on a rota basis and the hours may be adjusted depending on seasonal opening times.

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour. The hours of attendance for this post are **34 net** per week, exact hours of attendance each day are to be agreed with line management. You may be allowed to work shorter hours during recess at management discretion.

**For further information:**
External candidates should refer to the House of Commons careers website [www.careers-houseofcommons.org.uk](http://www.careers-houseofcommons.org.uk)

Internal candidates should refer to the Vacancy Notice Information on the Job Opportunities page on the Career Development, Parliamentary intranet.
SECTION C: JOB SPECIFICATION

DESCRIPTION OF DUTIES

Management of the Commercial Systems (Ticketing and retail)

- Ensure the smooth-running of paid-for tours and retail outlets by maintaining and supporting the ticketing and retail systems on a daily basis, including compliance with licencing and data protection law.

- Liase with colleagues in PICT (Parliamentary ICT) and the Web and Intranet Service to support the systems, building contacts and requesting technical support when required.

- For Visitor Services, lead on the implementation of new ticketing and retail systems in 2014.

- Work with commercial system providers to maintain and develop the relevant systems.

- Maintain up-to-date business and technical knowledge of commercial systems in a venue environment – proposing and developing changes/new ideas as appropriate.

- Manage the commercial systems to ensure an efficient interface with accounting systems - producing reports in agreement with the Finance Manager and Business Managers to analyse detailed weekly and monthly retail and admissions reports and other reports as required.

- Work with key stakeholders across Departments to analyse visitor information and statistics in order to enhance/improve visitor experience and increase income.

- Annual reviews of each system to ensure both technical and business suitability.

- Work with the Finance Manager to support retail invoicing procedures.

- Process and reconcile stock takes utilising the commercial systems as directed.

- Administer the systems, maintaining user profiles and passwords, in conjunction with the system suppliers and the ICT team.

- Working with the ICT teams, provide support during the procurement, build, test and installation of new systems including defining detailed requirements and the completion of user testing

- Actively manage the systems, working with the system supplier and PICT to ensure the system develops to meet the changing business requirements, adapting procedures, developing reports and updating the configuration as necessary.
Staff Development

- Provide support, develop manuals and deliver systems and data analysis training to the Visitor Services and Retail teams as required.
- Assist and/or lead on training other members of staff.

Duty Coverage/Responsibility

- Generally work some evenings and weekends, on a rostered basis and as required.
- Lead by example in performance of duties and to meet the needs of the business.
- Occasionally deputise for the Head of Visitor Services, and other senior managers, at meetings.

Procedures and Policies

- Familiarisation with Parliament as a whole.
- Comply with Health and Safety of all Visitor Services locations, equipment, staff and customers.
- Be fully conversant with all procedures and policies of the department and with relevant PICT policies/procedures as agreed.
- Be proactive in constantly reviewing departmental procedures with a view for possible improvements and modifications.
- Follow guidelines regarding behaviour and dress/uniform set.

General

- Actively contribute towards building a strong team atmosphere by involving and supporting others, sharing information and best practice, injecting enthusiasm and ideas, and promoting a harmonious friendly climate.
- Ensure that your own duties are carried out smoothly and effectively; and to resolve any problems as they occur – being able to react to changing events and situations in a professional manner.
- Communicate professionally, written and orally, to a high standard.
- Attend training, meetings and benchmarking as required.
- Complete varied administrative/operational duties as required and comply with any other reasonable management request.
## SECTION D: PERSON SPECIFICATION

### QUALIFICATIONS

| N/A |

### SKILLS AND EXPERIENCE

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>Application</th>
<th>Test/Exercise</th>
<th>Interview</th>
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</thead>
<tbody>
<tr>
<td>Considerable experience of administration, management and development of systems in a commercial environment</td>
<td>x</td>
<td></td>
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<tr>
<td>Experience of, or an aptitude for, supporting IT systems in a retail environment or visitor attraction</td>
<td></td>
<td>x</td>
<td>x</td>
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<tr>
<td>Ability to accurately analyse and interpret operational data from the systems, and develop effective business solutions.</td>
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<td>x</td>
<td>x</td>
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<tr>
<td>Demonstrable experience of improving/enhancing website administration and support to meet business needs.</td>
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<td>x</td>
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<tr>
<td>Advanced user of MS Excel, including external data import/export and working knowledge of macros, and proficiency in other Microsoft Office products, such as Access, Word and Outlook.</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Highly organised with the ability and flexibility to meet tight deadlines cooperatively, and with meticulous attention to detail.</td>
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<td>x</td>
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<tr>
<td>Demonstrative experience of prioritising a busy workload, staying calm in a highly pressured environment.</td>
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<td>x</td>
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<td>Experience of working effectively within a team to achieve common goals, including involving and supporting others and sharing information and best practice.</td>
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<tr>
<td>Excellent written communication and oral and interpersonal skills.</td>
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</table>

### DESIRABLE

| An interest in Parliament and its history. | x |
| Experience of working with Ticketing or EPOS systems | x |

### PROPOSED DATE OF TEST/EXERCISE

On the day of the interview- w/c 13 January 2014

### PROPOSED DATE OF INTERVIEW

W/c 13 January 2014