



PERTHSHIRE
BOX OFFICE

Ticketing Services Assistant (PBO)

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;

Explore - forging into the new, inventing fresh approaches and developing different ways of working;

Connect - with our communities, meeting their needs, striving to include everyone;

Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA will be central to all our policies and processes, from recruitment and operations to the delivery of our public engagement, performances, and events. Undertaking continual review and training, we will closely monitor, and be transparent about, our progress.

The Role

Job Title: Ticketing Services Assistant (PBO)

Status: 25 hours per week (Part-time)

Reports to: Ticketing Services Supervisor

Salary: £17,940 per annum

Purpose of the Role

Working as part of Perth Theatre and Perth Concert Hall (PTCH)'s Ticketing Services function within the wider Visitor Experience team, the Ticketing Services Assistant (PBO) will deliver excellent customer service and day-to-day ticketing across PTCH, while taking lead responsibility for the operation of Perthshire Box Office (PBO) and its external partner relationships.

The postholder will act as the principal day-to-day contact for PBO partners, coordinating event set-up, ticketing, customer enquiries, reporting and settlements and ensuring a consistently high standard of service. Working closely with the Ticketing Supervisor and colleagues across PTCH, the role combines hands-on ticketing delivery with responsibility for the effective coordination of PBO activity.

The role will work flexibly across Ticketing Services and the wider Visitor Experience operation according to operational requirements, contributing fully to the team while providing continuity, knowledge and a clear point of contact for PBO activity.

Base

Your principal base is Perth Theatre, although you will be required to work at other Perth Theatre and Concert Hall sites as necessary.

Principal Duties

This job description describes the principal purpose and main elements of the role at this time. It is a guide to the nature of the main duties as they currently exist but is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Ticketing & Customer Service

- Provide a welcoming, efficient and knowledgeable ticketing service to customers in person, by telephone, email and through other appropriate channels;
- Process ticket sales, exchanges, refunds, subscriptions, donations and other transactions accurately and in accordance with PTCH procedures;
- Maintain a strong working knowledge of PTCH's programme and our programming priorities, venues, ticketing arrangements, access provision and other information required to assist customers effectively;
- Support event and show set-up, ticket on-sales, seating plans and other ticketing administration as required;
- Use PTCH's ticketing, CRM, telephone and other relevant systems accurately and confidently;
- Provide excellent customer care throughout the customer journey, responding to enquiries and resolving issues wherever possible;
- Promote appropriate opportunities including donations, memberships, subscriptions and other organisational activity as required;

- Handle cash, card transactions, banking and associated financial information accurately and securely.
- Maintain accurate customer and transaction records in accordance with PTCH procedures and relevant data-protection requirements;
- Work collaboratively and flexibly as part of the wider Visitor Experience team, supporting front-of-house and customer-facing operations as required;
- Maintain high standards of accuracy and attention to detail across all areas of Ticketing Services.

Perthshire Box Office

- Take lead responsibility for the day-to-day operation and coordination of PBO within PTCH's Ticketing Services function;
- Act as the principal day-to-day contact for existing PBO partners and respond professionally and promptly to new partner enquiries;
- Build and maintain positive working relationships with PBO partners, understanding their requirements and ensuring agreed levels of service are delivered;
- Coordinate the onboarding and set-up of PBO events, working with partners to gather accurate event, ticketing, pricing, access and customer information;
- Create and maintain events across PBO's ticketing and web platforms, ensuring information is accurate, customer-focused and published to agreed timescales;
- Coordinate ticket on-sales, amendments and other event requirements with partners and relevant PTCH colleagues;
- Provide partners with appropriate guidance on PBO ticketing processes, systems and requirements;
- Monitor PBO sales and activity, providing accurate sales information and reporting to partners and colleagues as required;
- Coordinate PBO financial information and settlements, working closely with PTCH's Finance team to ensure information is accurate and processed in a timely manner;
- Liaise with relevant third-party ticketing, web and service providers to support the effective operation of PBO;
- Act as the first point of escalation for PBO partner and customer enquiries, resolving issues wherever possible and escalating more significant matters to the Ticketing Supervisor or other appropriate colleague;
- Maintain accurate PBO partner records, event information, agreements and other relevant documentation;
- Provide the Ticketing Supervisor and other relevant colleagues with regular updates on PBO activity, issues and requirements.

Visitor Experience & General

- Contribute fully to the wider Visitor Experience team, supporting the delivery of a consistently welcoming, efficient and high-quality experience for customers and visitors across both venues;
- Develop and maintain a clear understanding of PTCH's work, programme and organisational priorities and communicate these confidently to customers and partners;
- Work collaboratively with colleagues across Visitor Experience, Finance, Marketing & Communications and other relevant departments;
- Prioritise workload effectively within a busy customer-facing environment, balancing core Ticketing Services activity with PBO responsibilities;

- Maintain confidence and competence in the systems required for the role, undertaking training as appropriate.
- Support a consistently high standard of customer and partner service;
- Comply with PTCH's charitable objectives, policies and organisational procedures;
- Support the implementation of PTCH's IDEA and environmental sustainability policies;
- Undertake ongoing professional development and training as required;
- Work daytime, evening and weekend shifts as required by the operational needs of the organisation;
- Undertake any other reasonable duties appropriate to the level and nature of the post as requested by the Ticketing Supervisor or Deputy Head of Events & Visitor Experience.

Person Specification

Essential

- Experience of working in a ticketing, customer service, visitor experience, sales or comparable customer-facing environment;
- Excellent communications and customer-service skills and a commitment to providing a consistently high standard of service;
- Experience of building effective working relationships with customers, clients, partners or other external contacts;
- Excellent organisational skills, with the ability to coordinate multiple tasks, events and deadlines;
- Confidence using IT systems and the ability to learn new ticketing, CRM, web and administrative systems;
- Strong attention to detail and a high level of accuracy when working with customer, event, sales and financial information;
- Ability to prioritise workload and balance customer-facing activity with administrative and partner responsibilities;
- Ability to work independently within agreed responsibilities while contributing effectively as part of the wider Visitor Experience team;
- Confidence handling financial transactions and information;
- A flexible approach to working hours, including daytime, evening and weekend work as required.

Desirable

- Experience of using a ticketing or CRM system, such as Spektrix;
- Experience of event set-up or administration within a ticketing system;
- Experience of working with partner organisations, clients or account relationships;
- Experience of producing sales reports, financial information or settlements;
- Experience of website or event-page administration;
- Experience of working within an arts, cultural, tourism, leisure or events environment;
- Knowledge of the cultural and events landscape in Perth & Kinross and the wider region;
- Knowledge of data protection and GDPR requirements relevant to customer and transactional data.

Terms & Conditions

Salary: £17,940 per annum

Hours of Work: You will work an average of 25 hrs per week. The year runs from 1st September – 31st August.

Evening and weekend work are a requirement of the post.

How to Apply

Deadline: Monday 12 October 2026 at 12:00pm

Interviews: w/c Monday 19 October 2026 (in Perth)

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com