

Recruitment Pack

Ticketing & Membership Assistant



May 2025

Hello

**Thank you for your interest
in applying for the role of
Ticketing & Membership
Assistant.**

It is our people who have made the Royal Academy of Arts what it is today — a living academy for artists, art-making and art lovers. Since 1768 the RA has been alive with artists, academicians, educators, students and visitors alike.

Today we are also meticulous technicians, imaginative storytellers, considerate caretakers and welcoming hosts.

Whether we are back of house or on the front desk, we are committed to the same belief; we are all here to share the enjoyment, and importance, of art.

**We are excited you want
to join our team.**

Job overview

Department

Ticketing & Membership Sales and Services

Reports to

Duty Manager - TMSS

Contract Type

Permanent, Part-time

Purpose of Role

Provide welcoming, knowledgeable, customer-focused service to all RA audiences. Help build and retain relationships with Friends, visitors, and RA supporters by providing exceptional assistance with membership, ticketing, and switchboard duties. Act as ambassadors for the RA, continually striving to provide the best possible experiences for all customers.

Key Responsibilities

Facilitate smooth ticketing transactions (for exhibitions, events, gallery guides, lists of works and audio guides for Members, visitors and RA supporters). Facilitate membership transactions for all Friends including processing renewals and new joiner applications, in person, by phone and by email

Answer a range of queries from membership benefits and ticketing requests to questions about opening

times, preview days etc. Proactively seek new information when needed

Consistently provide a warm welcome to all visitors and loyal audiences giving them a distinctive RA experience

Accurately process, record and log interactions with customers in Tessitura (TMSS CRM database), always striving for top quality data management

Proactively find opportunities to improve customer data quality and generate revenue for the RA - through upselling memberships, renewals, gift aid take up and data capture / cleaning etc

Manage day-to-day complaints and promptly respond to customer feedback, escalating to managers where necessary as well as booking accessible parking spaces and wheelchair requests

Undertake financial processing as needed, working closely with the Membership and Ticketing Managers and related team members (e.g. Finance, Marketing / Data teams) to process Gift Aid applications, set up new Direct Debit instructions, facilitate ticket upgrades and membership sales, offering ticketing refunds or membership extensions etc

Work with other team members around specific tasks in Friends memberships around the data pull for the mailing house, the processing of Gift Aid declarations or the processing of data protection statements, and/or mid cycle ticket upgrades

Undertake switchboard duties including transferring calls within the Royal Academy and externally to Royal Academy offices

Work collaboratively with the Ticketing and Membership Sales managers to continually improve skills relating to ticketing and membership operations best practice

Work closely with colleagues in the Marketing, Welcome and Retail teams, and across the Tessitura Management Group to foster good working relationships with other RA departments

Work closely with other team members to identify and achieve targets for revenue generation (Gift Aid; membership upsell)

Assist and support on occasions with other front of house duties like the Welcome Host duties and Queue management

Promote equality and diversity in all aspects of your work

Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy

Undertake any other duty which may reasonably be allocated by the TMSS or Welcome Managers

Person Specification

Possess a methodical approach to working with strong attention to detail for data storage and record keeping in Tessitura or any other Ticketing/CRM equivalent

Ability to exercise patience and be tactful with a confident manner

Excellent command of English, in both written and oral communications with the ability to answer customer enquiries to a high standard in person, in writing, and on the telephone

Good team player with strong interpersonal skills and willingness to work closely with colleagues across different departments

Ability to relate to many different and diverse people and customers

Ability and willingness to take a proactive approach, finding out relevant information with a positive attitude including an enthusiastic approach to providing first class customer service

Strong sales skills and commercial awareness, with demonstrable experience in effective upselling and cross selling

Literate in Tessitura operations (or high level of competency with sales systems / databases or any other Ticketing/CRM

Job overview continued

equivalent)

Highly computer literate with an excellent knowledge and experience of MS Office and Slack.

Desirable

An interest in the visual arts is desirable, along with an enthusiasm for the vision and values of the Royal Academy, although no art history knowledge or visual arts background is required

Knowledge of membership structures desirable

How to apply

To apply for this role, please follow the link below and submit your CV and Application form via the RA careers portal.

<https://royalacademyarts.current-vacancies.com/Careers/RA-vacancy-search-page-3191>

We are committed to being a truly inclusive place and welcome applicants from all backgrounds, regardless of age, disability, race, religion or belief, sex, sexual orientation, gender, gender identity or expression, marital and civil partnership, or pregnancy.

Need support?

Here are some of the things we can do to help:

— If you would like us to talk you through the role or anything in this pack to make it clearer for you, please contact us and we can arrange to do that with you (and please do the same if you have any questions)

— If you are selected for interview, we can arrange to do the first-round interview online should you be unable to make it on site. (We usually do second round interviews in person for all candidates so that they can get a feel for the journey, the building, and the workplace)

— We can send interview questions in advance so that you have the opportunity to prepare

— We can schedule interviews for quiet times at the academy so that you don't have to navigate a busy building

On site at the RA

— We have two entrances - Burlington House (via the courtyard on Piccadilly) and also one the other side of the building on Burlington Gardens. You can enter via either of them (we may let you know the easiest but either are fine)

— All areas are accessible via lift

— We have quiet areas where you can sit and prepare for your interview

— There are two cafés and plenty of toilet facilities

— We have a welcome team who are happy to answer questions and give you directions if needed

If there is anything else that would be helpful for you, please do ask

Contact us

Should you have any questions about the role or wish to discuss your candidacy further, please contact us at

recruitment@royalacademy.org.uk

**Royal
Academy
of Arts**