



JOB ADVERT – Customer Service & Sales Assistant

Hours

5 days – 40 hours a week
Evening and weekend work

Salary

£22,000 per annum

Location

This role can be performed remotely and so candidates across the UK are welcome to apply. Occasionally there will be reason for you to come into the office to take part in company meetings and to spend time with the wider team.

How to apply

Send a CV and cover letter to faneonline@fane.co.uk by 30th November.

Who We Are

Fane is a dynamic and market-leading live and online production company, working with inspiring voices from the world of literature, podcasts, screen and stage.

More info www.fane.co.uk

The Role

Working closely with the Fane team, you will take the lead on a day-to-day basis in ensuring the smooth running of our customer service, primarily via telephone and email, for Fane events. In addition, you will be helping our ticketing team with event allocations, communications, and queries with venues across the UK and the wider programming team. This role will be required to work flexibly depending on each production's requirements and performance schedule, this will include evenings and weekends.

This role is a key part of our customer facing team, and provides an exciting opportunity to join a thriving, new and vital area of the business and to help shape the next chapter in Fane's story.

The role reports to the Samina Shabir.

The Candidate

We are looking for an enthusiastic Customer Service & Sales Assistant to join the Fane team, to help make our events truly memorable beyond our productions. We aim to leave a lasting impression on our customers by providing efficient, friendly and consistently excellent customer service, creating a welcoming environment for all of our patrons and partner venues.

Ideally, we would like the candidate to have experience of a box office role or within an events/ticketing setting, understanding of and dedication to upholding first class customer service is essential.

You will be part of a creative, friendly, motivated, and supportive team. We have a culture that rewards staff highly and offers quick career progression for those who seek it.

Main Duties:

- To work with our team to ensure that the highest standards in customer service are met.
- To take a confident lead in transactional problem solving, reporting and basic data analysis using our ticketing system (Nliven).
- To assist with ticketing needs of the Fane team, venues and third parties.
- To sell tickets and merchandise, if required, over the phone and to be able to perform advance level transactions such as exchanges, refunds, and rebalancing transactions.
- To be proactive in ensuring the access needs of all our customers are met to the best standards possible.
- To feedback information as required to the relevant team members in a timely and appropriate way and as a full-time member of the team, to take on tasks and routines, as necessary.
- To assist our team in updating and maintaining our websites.

These duties are not exhaustive, and you may be required to perform duties not listed as required by Fane Productions.

Required Attributes/Skills

Essential

- Previous experience in a customer service role
- Experience of working in an events/ticketing setting, preferably in theatre
- Demonstrable verbal, numeracy, and problem-solving skills
- Good working knowledge of Microsoft Excel
- Ability to work successfully in a pressurised environment
- Ability to manage time and prioritise workload – both individually and within a team
- Team player with a positive attitude
- Confident and articulate
- Dynamic with a hands-on, can-do attitude
- Willingness to learn and adapt to all kinds of situations
- A high level of professional integrity
- Honest, reliable, and hard-working
- Strong people skills, with an ability to adapt your approach to best suit our broad customer demographic
- A passion for the publishing, arts or entertainment industry
- Great organisational skills with strong attention to detail

Desirable:

- Experience of Ticketure's Nliven booking platform
- Knowledge of regional venues and touring productions
- Previous use of a ticketing or EPOS system

More About Fane

Fane specialises in producing and curating spoken word events, bringing the most exciting names in culture and entertainment to audiences around the world.

The company was founded in 2017 to provide a high-quality platform where established and emerging talent can promote their work. It has since established itself as the partner of choice for a range of publishers and individual authors and podcasters.

Fane prides itself on creating unique events that tap into the conversations of the moment. From intimate virtual Q&As to UK-wide theatre tours and large-scale launches, Fane's line-up offers something for everyone. In 2020, following four years of sold-out live events for talent including Margaret Atwood, Malala Yousafzai, Grayson Perry, The Receipts Podcast and Dame Judi Dench, Fane launched an online arm that has revolutionised the way virtual book events are delivered. It has since established a 60,000-strong newsletter mailing list, a global network of bookers, and a far more diverse programme than previously possible. All future live events will be offered as a hybrid model to ensure the programme is as accessible as possible to audiences. The current line-up can be found [here](#)