

## NPSA Ticketing Coordinator

We are looking for someone to shadow our current ticketing coordinator for the rest of the year in preparation to take over from September 2022. This is a fantastic opportunity for someone who would like to play a pivotal role in NPSA events, but who may not have the time to be physically present at events or in the preparation of an event, and a great boost for your CV if you are looking to improve on your digital skills.

You need to be very organised and a confident user of **Excel**. Ticketing of NPSA events relies on a digital ticketing system run via a **Wordpress** website, and managing online payments via **PayPal** and **Stripe**. If you have experience of any of these then this is a bonus, but all you really need is loads of enthusiasm to learn and you can pick it all up with a bit of help.

The job involves:

- keeping the website updated
- using third party applications to manage ticket sales – including identifying appropriate plugins, keeping them updated and troubleshooting when required
- responding to email enquiries from ticket holders
- managing invoices and refunds via PayPal and Stripe
- doing regular downloads and sorting spreadsheets to identify anomalies and duplicates
- keeping NPSA event coordinators informed of sales details

You need to be:

- willing to work independently
- confident in managing, or learning to manage, online applications
- able to problem solve using lots of Googling and videos
- patient in dealing with enquiries from parents and carers
- able to commit around 4 hours a week during 'peak' event periods (mainly the Winter term)