Ghostwriter.

JOB DESCRIPTION.

Job Title: Ticketing Assistant **Dated:** 22/12/25

Contract: Full time – hybrid working

Location: Based in the North East working from home and from the Company office in Sunderland on set days, with UK travel as requested to meet the requirements of the role

Responsible To: Finance Manager and the Directors

Staff Controlled: None

Salary: £26,208 per annum

COMPANY OVERVIEW.

Ghostwriter Consultancy & Events, founded in 2019, is an independent powerhouse in event consultancy and promotion, dedicated to crafting exceptional narratives through events. Our team, comprising live music and industry specialists, ensures each project resonates with its intended audience. We deliver a wide range of events from 50 to 25,000 capacity, including live music, festivals, university balls, graduations, and corporate activations, both for clients and our own promotions.

With a blend of creativity and practical execution, we support our clients in achieving their goals while maintaining transparency and high standards. Our collaborative efforts consistently result in memorable events that surpass client expectations. As champions of independent venues and emerging talent, we are committed to fostering the growth of local arts scene's and delivering outstanding experiences for all stakeholders.

RESPONSIBILITIES.

TICKETING RESPONSIBILITIES:

- Collation and reporting of all ticketing sales on a Monday and Thursday
- Desimination of ticketing sales to all partners, clients and agents
- Building of events on self service platforms
- Managing of ticket allocations
- Monitoring of all ticket sales and platforms to identify any need to reallocate tickets
- Liaising with external promoter ticketing managers
- Set up and confirmation of new shows to all internal departments, venues and ticketing agents
- Generation of seating plans, sold maps and allocation maps where required
- Accurate record keeping of all ticket allocation movements
- Collation of final manifests for all events at partner venues and self promoted events
- Uploading of barcodes to scanning systems for events and trouble shooting of scanning issues
- Reconcilling of matured event payments and all logs
- Logging and reconciling ticketing within our accountancy system

- Journaling ticketing within our accountancy system
- Logging and reconciling PRS logs for all venues

GENERAL DUTIES.

- Support the Directors and other senior staff with specific tasks and projects.
- Liaise with internal teams, artists, and partners to ensure a smooth flow of communication and collaboration.
- Contribute to staff meetings and assist in general business administration tasks as needed.
- Assist in business development by helping evaluate potential new business opportunities.
- Represent Ghostwriter to the music industry and clients, maintaining strong relationships within the sector.
- Other reasonable duties as and when required, including for the avoidance of doubt duties for or on behalf of Giglab, company number 16755877.

KEY SKILLS AND QUALIFICATIONS.

- Excellent knowledge and passion for music
- Software skills with experience in using tools like Microsoft Excel and workflow systems
- Excellent communication and interpersonal skills.
- Ability to work independently as well as collaboratively within a team.
- Creative thinking and problem-solving abilities.
- Attention to detail and ability to manage multiple tasks efficiently.

OPPORTUNITIES FOR GROWTH.

- Potential for career development within the company.
- Opportunities to work on high-profile events and projects.
- Professional development and training programs.
- Attend industry conferences and festivals

PERFORMANCE METRICS.

Success in this role will be measured by:

- The accuracy of financial and event-based reporting.
- The accuracy and timeliness of ticket reporting
- The efficiency and accuracy of communications
- The speed of responses both internally and externally

BENEFITS.

- Competitive salary
- Flexible working hours
- Professional development opportunities
- Hybrid working