Ghostwriter.

JOB DESCRIPTION.

Job Title: Ticketing, Finance & Admin Assistant **Dated:** 11/6/26

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: £27,976 per annum

COMPANY OVERVIEW.

With a foundation built on senior leadership roles at some of the UK's largest entertainment companies, Ghostwriter brings high-level industry expertise combined with a fiercely independent spirit. With an eco-system comprising of three pillars – Venue Partnerships, Consultancy and Pink Dot, we are firmly embedded in the UK's live music & event industry.

At the heart of our venue partnerships is an innovative, artist first model, tailored to a diverse portfolio of spaces. Leveraging extensive industry knowledge, we provide a "head office function" for our partner venues, implementing robust systems and processes to ensure they are safe, efficient, financially viable, competitively positioned, well marketed, programmed and operationally flexible.

Our promotions arm, Pink Dot, acts as both a promoter in our own right and as a consultant for our clients representing their vision, successfully bringing to life a wide variety of projects, venues, and events.

Whether providing consultancy for a venue or at an event in a green field site, at any scale or size, our approach and objective remain the same; safe and memorable experiences, professionally delivered, for artists, promoters, partners, and above all else, music fans like us! Regardless of the project, we stand in the background and help our clients venues, brands and events shine.

RESPONSIBILITIES.

1. 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
- 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
- Generation of seating plans, sold maps and allocation maps where required
- Reconcilling of matured event payments and all logs
- Logging and reconciling ticketing within our accountancy system
- Journaling ticketing within our accountancy system

2. FINANCE RESPONSIBILITIES:

- Prepare and issue provisional and final hire settlements to third party users
- Request venue hire deposits and settlement invoices to be raised
- Assist in the creation and completion of show P&Ls
- Maintanence of PRS and FEU logs
- Maintanence of financial ticketing reconciliation logs
- Raise sales invoices and log purchase invoices with speed and accuracy
- Match payments against sales and purchase invoices
- Produce debtors reports and chasing necessary debtors
- Oversee and monitor employee expenses claims
- Provide data as requested by other members of staff, senior management and clients
- Assist the Finance Manager with month end and year end tasks as required
- Assist the Finance Manager and Finance Director in other specific tasks as required

3. ADMIN RESPONSIBILITIES:

- Issue contracts to external venue users via Docusign
- Issue contracts as directed by the Directors via Docusign
- Collating availabilities and schedules of freelancers where appropriate
- Support in the onboarding of clients and diaries to the Giglab system
- Other admin support as requested by the Directors for either Ghostwriter or Giglab

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 Word, Excel, Docusign 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

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
- Employee Assistance Programme
- Flexible working hours
- Professional development opportunities
- Hybrid working