

Wells Cathedral Oratorio Society

Role Titles

Friends Secretary and Ticket Manager

Summary of Role

To manage and coordinate communications for the Friends of Wells Cathedral Oratorio Society (WCOS)

To co ordinate and oversee the distribution of tickets

Key Skills

Good organisation and administrative skills

Basic computer skills including the use of Excel spreadsheets

Key contact

Both persons report directly to the chairman of WCOS.

Duties and Responsibilities

- Undertake duties in accordance with the Constitution of WCOS and act in the best interests of the charity.
- Maintain an up to date database of Friends contact details and contact preferences in accordance with General Data Protection Regulations (GDPR).
- Ensure an up to date copy of the Friends database is stored on the WCOS website (for access by the committee members only).
- Maintenance of accurate records of ticket requests by Friends per concert to assist analysis of ticket sales and handling any concerns regarding ticket and seat allocation.
- Ensure any proposed changes to benefits are approved by WCOS committee prior to implementation.
- Ensure priority bookings are arranged and communicated to Friends according to time frames approved by the committee.
- Liaise with the relevant committee members to prepare a seating plan for each concert, including allocation of complimentary tickets. Ensure provision for wheelchair access is included when preparing seating plan.
- Liaise with the WCOS Secretary for preparation, ordering and checking accuracy of received tickets.
- Allocate and reserve Friends tickets on a first come first served basis
- Ensure all payments received (tickets and subscriptions) are recorded and passed to the treasurer. Distribute allocated tickets.
- Ensure clear and timely communication with the Chief Steward and Vergers regarding seating arrangements per concert
- Organise and distribute tickets between the WC shop and box office once priority booking has been completed and periodically monitor sale and distribution between sites to maximise sale of tickets.
- Retrieval of unsold tickets from website and shop including side aisle allocations for sale at the door on concert days.

- Maintain an overall record of tickets sold and unsold per concert to assist analysis of ticket sales and provide the treasurer with an accurate record. following each concert.
- Liaise WCOS Treasurer for approval of any changes to printed information regarding payment arrangements for Friends subscriptions prior to publishing.
- Provide a summary to WCOS Treasurer of costs incurred in the administration of Friends for budgeting purposes.
- Provide a current list of Friends for acknowledgement in concert programmes.
- Provide a report on matters relating to Friends of WCOS to the committee on a quarterly basis including any complaints raised.
- Provide Friends Secretary Annual Newsletter for distribution to Friends of WCOS

Revised November 2019