



**SECURE
TICKETS** *from*
**AUTHORISED
RETAILERS™**

BLAKE HOUSE, 18 BLAKE STREET, YORK, YO1 8QG
+44(0)1904 234737
WWW.STAR.ORG.UK

Post:	Case Handler
Responsible to:	External Relations Manager
Responsible for:	None
Contract:	Full-Time 35 hours/week
Probationary Period:	One Month
Salary:	£18,270 pa
Location:	Home Working
Closing date:	29 January 2023
Interview date:	By arrangement w/c 30 January, in person or online
Start	ASAP after appointment. Please note that during the training period following start, it may be necessary to spend some days staying in York to work with the team here. Expenses will be covered.

Join a growing organisation, at the heart of the live entertainment industry in the UK, working to establish and maintain high standards in consumer service and protection.

CONTEXT

STAR - the Society of Ticket Agents and Retailers - was formed in 1997 and is the self-regulatory body for the entertainment primary ticketing industry across the United Kingdom, with most of the biggest names in ticketing as members. STAR members include all major UK ticket agencies as well as numerous venues and box offices in London and across the country. There are also associate members in other industries (such as travel) where entertainment ticketing forms part of their business and affiliate members who do not sell tickets directly to the public but support STAR's work.

STAR is registered as a Company limited by guarantee and governance is through the Board, known as the STAR Council, which, together with the chairman, is elected annually by the membership. Day-to-day functions are currently carried out by a small team of three, now rising to four. This is a new post to help support our growing dispute resolution service.

STAR's logo carries the slogan 'Secure Tickets from Authorised Retailers' and the main aim of the organisation is to promote consumer awareness of safe ticket buying and best industry practice through its Codes of Practice and Model Terms and Conditions of Sale.



STAR is approved by the Chartered Trading Standards Institute as an official body for Alternative Dispute Resolution and offers a dispute resolution service for complaints against its members, as well as general advice to the public about how and where to buy tickets.

MAIN PURPOSES

- To provide front-line services handling incoming enquiries from the general public, industry and membership;
- To handle disputes in line with STAR's published policies
- To assist with other administrative work as required.
- To be an ambassador for STAR.

PERSON SPECIFICATION

Essential:

- Excellent communicator;
- Flexible and positive attitude;
- High level of accuracy and attention to detail;
- Excellent administrative and desktop computer skills;
- Experience of working to deadlines;
- Ability to work independently and to be self-motivated;
- Interest in or knowledge of the entertainment industry.

Desirable – one or more of the following:

- Previous experience of working in the entertainment industry;
- Previous experience of customer relationship management.

Key Responsibilities:

- To provide front-line services handling incoming enquiries from the general public, industry and membership and to assist the customer complaint system by;
 - dealing with incoming calls, emails and letters and to take action or provide advice as appropriate;
 - liaising with customers and STAR members to reach reasonable solutions within a set timescale;
 - to support dispute resolution work and the general purposes of STAR.
 - helping to champion 'safe ticketing' in the eyes of consumer buying any form of live entertainment ticket;
- To liaise with STAR members and, on occasion, to attend and assist at meetings of the STAR Council and membership in London and across the UK.
- To provide general administrative support for the work of STAR.
- To undertake training programmes as required to further self-development and the role.
- To carry out all other tasks that may reasonably be requested by the Chief Executive or External Relations Manager to achieve STAR's objectives.





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APPLICATION PROCEDURE

Applications should be made using the online form available at www.star.org.uk/jobs

If you need a paper application form, please contact STAR at info@star.org.uk

PRIVACY NOTICE

STAR's Privacy Notice for job applicants can be found at:

<https://www.star.org.uk/privacy-notice-internal/>

WORK PERMITS

Under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. Successful applicants will be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

In the event of an offer of employment being made, we will take up references and reserve the right to validate all information entered on your application form.

January 2023

