

## JOB DESCRIPTION

### STAR COUNCIL MEMBERS



#### Background

The UK ticketing industry services the UK's £11.25bn\* GVA live entertainment industry which comprises the world's most vibrant mix of events from West End and Regional Theatre to major sports and music events such as Glastonbury and to grass roots music and arts events across the country.

Established in 1997, The Society of Ticket Agents and Retailers (STAR) is the self-regulatory body for this huge industry (we estimate that STAR's members account for over 90% of UK entertainment ticketing) and its primary role is to ensure that customers can buy tickets with confidence and from authorised sellers. Members range from small regional venues to arenas, stadia and global ticketing companies.

STAR liaises with government departments, law enforcement, regulators and other industry bodies. It is a member of LIVE (Live Music Industry Venues and Entertainment) which unites key associations representing the UK's £4.6bn Live Music industry.

An important part of STAR's work is in helping resolve disputes between ticket buyers and members. STAR is approved for this work by Government under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

STAR is governed by a Council of directors, elected every three years by the membership, together with other Council members who are co-opted to cover specific areas of work and expertise. The Council meets six times a year and the Chair is also elected by the membership every two years.

The membership provides STAR's annual income which must cover all its expenditure and overheads are kept to a minimum. A CEO and two other staff oversee the day-to-day work of STAR from an office in York.

The STAR Code of Practice, to which all members adhere, continues to evolve under the direction of the Council to reflect best practice and any changes in legislation or consumer protection. STAR promotes the Code widely and also works to ensure its membership is up to speed with such practice and other issues which impact on them such as accessibility or ticket resale.

The last few years have resulted in many challenges with the transformation of the industry online, as well as the difficulties of the Coronavirus pandemic. Technical innovation and commercial arrangements have a consequential impact on consumers, who remain at the heart of STAR's work.

The Council plays a significant role in ensuring that the collective ticketing industry, through the membership, maintains high standards of service and information for customers. Council members also work to support the ticketing industry, the membership and the individuals who work within it.

\* <https://livemusic.biz/wp-content/uploads/2020/10/Valuing-Live-Entertainment-July-2020.pdf>

## THE ROLE AND RESPONSIBILITIES OF STAR COUNCIL MEMBERS

STAR's constitution is detailed in the [Articles of Association](#), last updated in May 2022 and with which Council members should make themselves familiar.

Council members:

- Are responsible for the proper and accountable operation of STAR
- Attend and contribute to the business of Council meetings
- Consider and approve STAR's finances and annual accounts
- Consider and approve applications for membership
- Review, protect and enforce the STAR Code and logo, including the disputes procedures
- Represent STAR to the membership, the broader industry and the public
- Decide STAR's policies for supporting members and consumers

It is very important that Council members maintain confidentiality in respect of discussions and business taking place within Council meetings to ensure that trust is maintained throughout the Council and the membership. This is particularly important in respect of matters that may impact on member company business operations, including those of Council members.

The following is a summary of the operation of Council from the Articles of Association:

- The Council consists of the Chairperson and nine other people, each of which is a director of the Company. With the exception of the Chairperson, at least four Council Members must be Members.
- Council members are elected by the members for a three-year term. At the end of the three years, they will retire from office but can stand again for re-election for one more term, if they wish.
- Any new candidate standing for election must either have been recommended by the Council or have been proposed by a member at least 21 days before the AGM.
- There are a number of reasons that would cause a Council member's term to be ended early. These include being of unsound mind, because the member they are representing is no longer a member, through resignation, because they are absent from meetings without a reasonable excuse for a consecutive period of more than four months, because of any order disqualifying them to act as a director or through a legal resolution taken to remove them from office.
- An elected Council member can appoint any other Council member or another person approved by the Council to act as an alternate for the purposes of Council meetings and business.
- Council members must disclose any interest they or the company they represent may have in any transaction or arrangement that the Council considers. They should not vote on any Council business in which they have an interest.
- Council members are entitled to claim for any reasonable travelling expenses incurred in attending STAR Council meetings.

- The Council is responsible for:
  - managing the affairs, business and property of STAR
  - the appointment and control of staff
  - the leasing and utilisation of premises and the raising, investment and expenditure of funds
  - representing STAR in its dealings with government, other authorities and the general public
  - approving, amending and promotion of the STAR Code and overseeing the operation and enforcement and discipline of members in respect of the Code, except where this is allocated to someone else.
  - registering, regulating and safeguarding the use of the STAR logo.
  - Prescribing, altering or cancelling any rules for the regulation of STAR (including use of the logo).
- Council meetings will take place at least six times a year.
- Questions arising at a meeting shall be decided by a majority of votes. Each elected Council member present at the meeting shall have one vote. In the case of an equality of votes the Chairperson shall have a second or casting vote.
- The Chairperson shall, if present, preside as Chairperson at every Council meeting and if the Chairperson is not present the Council members present shall elect one of their number to be Chairperson.
- No business shall be transacted at any meeting of the Council unless a quorum is present. Four Council members excluding the Chairperson or three Council members including the Chairperson shall be a quorum. If there isn't a quorum within half an hour, the meeting will be adjourned.

STAR COUNCIL  
April 2024