

NOTTS COUNTY FOOTBALL CLUB – JOB ADVERT

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| JOB TITLE: | Ticketing Manager |
| REPORTING TO: | Head of Commercial |
| RESPONSIBLE FOR: | Casual Workers – Ticket Staff |
| HOURS OF WORK: | Nominal 40 hour working week to include all home matches (weekends and evenings) |
| SALARY RANGE: | Dependent on experience |

ROLE PURPOSE

Working closely with the Commercial Department, you will lead on the day to day and matchday operations of the ticketing function including, setting up games for sale, managing the ticketing on-line platform, selling tickets from the ticket office and providing data and analysis to the Commercial Department to continue to drive ticketing forward.

You will manage all aspects of the ticket office operation and support the Head of Commercial to develop the ticketing system as a key marketing and audience development tool.

You will also manage the Ticket Office team including training and supporting matchday casual workers ensuring casual ticketing staff are multi-skilled across ticketing and retail, feel motivated and valued for their input and are able to set up and organise the matchday ticket sales operation.

To provide retail cover in the absence of the Retail Manager. To ensure high levels of customer service are delivered, presenting a high and positive profile to the public for all aspects of the Club's work.

Tasks & Responsibilities

1. Plays a key role in strategic and operational ticketing and ticketing sales strategy working alongside the Head of Commercial; with huge emphasis on the creativity behind enhancing our ticket sales.
2. On a day-to-day basis is responsible for ensuring the successful sale of tickets both in person and over the telephone.
3. Leads and motivates the ticket office team on match and non-matchdays ensuring that the casual worker ticketing team are confident and competent in all aspects of the Club's ticketing function.
4. Responsible for the recruiting and training of matchday and non-match day ticketing staff liaising with the Head of Commercial as appropriate.
5. Attends and participate in Club and ticketing meetings, presenting data and analysis as required, to reflect the Club's ticketing success.
6. To ensure that best customer care practice is adhered to at all times by all staff within the ticket office.

7. To maximise potential of the ticket office / CRM system, acting as a superuser, to provide data and analysis for the revenue generating departments to utilise in marketing the club as well as regular post-event analysis to help determine future strategy as required.
8. To hold regular ticket office meetings with casual workers, to update staff and give them an opportunity to suggest improvements in their area of work.
9. To be responsible for the financial management of the ticket office function including cash handling, sales reporting, liaising with third parties including credit card processing and agencies.
10. Assist the finance department in investigating and correcting discrepancies as they occur.
11. To monitor service standards and act on opportunities for improvements.
12. Oversee away ticket allocations for home and away matches.
13. Comply with all ticketing reporting requirements set by the clubs and the governing bodies.
14. Ensure that all ticket staff are informed of all facilities for supporters, matchday events and current promotions to enable them to the inform and assist all supporters.
15. Ensure all ticket stock and monies are stored securely in accordance with financial and insurance procedures.
16. To administer the corporate sponsors ticket allocation and other special ticket offers.
17. Ensure that all software packages relating to ticketing and access control are always up to date across all platforms.
18. To lead on and manage a telesales function including campaigns within the ticket office with guidance from the Head of Commercial.
19. To act as systems manager for the ticketing/CRM system, troubleshooting, housekeeping and liaising with the provider as necessary.
20. To report in detail on sales figures, booking patterns and take up of any current special offers at marketing meetings.
21. Any other duties commensurate with the nature and scope of this role.

TECHNICAL SPECIFICATION

1. Must be able to demonstrate a high level of expertise in relation to ticketing functions within a sporting environment, ideally football.
2. First class CRM and IT skills, including Excel, able to develop, and provide strategic numerical data to the Head of Commercial.
3. Great customer service skills and able to demonstrate excellent product knowledge, combined with professionalism and friendliness, to enhance our spectator numbers.
4. Good networking skills, with the ability to develop and establish relationships with other Clubs and sporting organisations, to identify, explore and implement ticketing best practice processes and protocols

PERSONAL SPECIFICATION

1. Excellent communication skills with the ability to communicate, negotiate and influence at both a senior and junior level.
2. Must be able to work under pressure, at business critical times, for example during matchdays and season ticket campaigns, multi-tasking and prioritising workloads as necessary.
3. Fantastic attention to detail required in relation to the provision of meaningful and accurate data and information to support and reflect the Club's ticketing success.
4. Flexible approach to work, and working hours, and understands that due to the nature of the business, will be required to work evenings and weekends, when required, for matchday, season ticket campaign and other business critical campaigns.
5. Understands the need to be sensitive and confidential in relation to information and data and understands the principles of GDPR in relation to the management of personal and sensitive data and information.

HOW TO APPLY

If you wish to apply for this role, please submit your CV and covering letter to Jordan Worthington, Head of Commercial, by email to jordan.worthington@nottscountyfc.co.uk before the closing date.

CLOSING DATE

- The deadline for all applications will be close of business (5pm) on Monday 23rd January 2023.
- Any applications received after this date will not be considered for the role.
- Applications must be supported by a letter detailing why the applicant believes they are a suitable candidate for the post and be accompanied with an up to date CV.

The appointment of the successful candidate will be subject to two professional/personal references to the satisfaction of Notts County Football Club.

We are committed to creating a diverse environment and are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.