



Harlequins

Founded in 1866, Harlequins is a rugby club that is recognised around the world. Harlequins are currently ranked among the best Premiership rugby clubs in this country and Europe. The club is a founding member of the RFU and boasts more presidents than any other club as well as a healthy dose of international players.

Success on the pitch demands even more success off it, so the club is strengthening its Customer Experience staff and is currently recruiting for a Customer Experience Executive. Harlequins is committed to delivering excellent experiences and deepen loyal relationships with supporters and guests. The successful candidate will be able to demonstrate a real passion for engaging with staff and supporters in driving excellent standards.

Job Title: Customer Experience Executive
Company: Harlequin FC
Reporting to: Membership Manager
Duration: Full-time permanent
Role Purpose: Improve the experience and grow loyalty of supporters, guests and clients

Key Responsibilities:

- Measuring, tracking and driving actions to improve key metrics through the delivery and reporting of surveys, feedback logs and ensure stakeholders commit to actions and recommendations.
- Drive the complaints process – ensure that all teams engage with the importance of the process. The role will require the tracking or progress and reporting of results as well as dealing with complaints in person.
- Support the Membership team in driving the delivery of membership experience initiatives.
- Attend and contribute to matchday and event planning meetings with the supporter experience voice and lens to ensure that planning meets and exceeds supporters' expectations.
- Support the Membership Manager in the project co-ordination of projects such as journey mapping and staff engagement programmes.
- Grow relationships with matchday teams to offer advice, feedback and support in driving excellent standards across the matchday

Skills and Knowledge

- A proven background in customer service or experience in a fast-paced environment. An events or sports venue experience is an advantage, although not a necessity
- Confidence in communicating and generating rapport with supporters both orally and in written form





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- Used to working across departments and coordinating planning to achieve successful delivery
- Ability to make sense of data and communicate this in a way which is engaging to the wider audience
- Experience of managing time sensitive projects with an ability to work under pressure
- Forward thinking: scheduling, activity planning and task delegation is critical to the success of this role
- Good level of numeracy

Competencies

- Highly organized
- High self-motivation
- Tenacious
- Real 'can do' attitude
- A strong team player and collaborative working style

Behaviours

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Planning and organizing** - Organises and schedules events, activities and resources. Monitors timescales and plans
- **Initiative Taking** - Acts to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter.
- **Teamwork** - Responds and relates well to people in all positions; is a team player, and is cooperative; looks for common ground, and solves problems for the good of all
- **Results orientation** - Focuses on desired results and sets and achieves challenging goals.

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please email your CV and a covering letter to jobs@quins.co.uk. Only successful applicants to be invited for interview will be contacted.

