



Harlequins

Founded in 1866, Harlequins is a rugby club that is recognised around the world. 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.

Harlequins is one of the most iconic and commercially strong brands in world rugby. Located a short distance from Twickenham Stadium and located on a major arterial route into/out of London, the home of Harlequins, The Twickenham Stoop, is a unique venue and Club that has a strong presence within the local community.

Success on the pitch demands even more success off the pitch so the club is strengthening its customer facing staff. With a growing membership base, increasing utilisation of the Twickenham Stoop as an alternative venue and engagement with the local Community, the next few seasons are one of unprecedented opportunity for the Club. As a result, Harlequins is looking to recruit a number of casual roles within its Ticketing team to act as one of the first point of contact for all our members and to help deliver outstanding customer service. The ideal candidate will have first class organisational and communication skills who is looking for some casual work throughout the summer months.

Title: Ticketing Assistant
Contract Type: 0 Hours Contract / Flexible
Company: Harlequin FC
Reporting to: Ticketing Operations Manager
Start Date: March 2019
Role Description: The Club wishes to appoint a team of casual Ticketing Assistants to work within their Ticketing function and play a key role in developing Harlequins' reputation among our members, Match Day supporters and other Rugby Clubs.

Key Accountabilities:

- As the first point of call, help answer or direct customer enquiries to the most relevant area of the club to deal effectively with the enquiry.
- Ensure all supporter ticket requirements are met for membership, additional home game ticket requirements, and any additional summer stoop events.
- To project the Club's ethos and brand to all visitors demonstrating professionalism, warmth, competence and courtesy at all times.
- To provide operational and administrative support for the Ticketing and Membership teams.
- Perform general administration duties; carrying out any other reasonable ad hoc duties in order to support the various Stoop based departments in order to support delivery of the Club's aims and objectives.

Skills required:

- Approachable, friendly and personable
- Willingness to engage with our loyal supporters.
- Good work ethic
- Flexible but reliable in approach to working weekends.
- Customer service experience or till experience preferable not necessary – as training will be provided in all areas
- Excellent communicator





- Ability to work under pressure
- Provide excellent customer service experience
- Ensure payments are processed effectively and accurately.
- Assist the Ticket Manager with various duties.

Competencies:

- Highly organised with a real attention to detail
- Customer service experience
- Real 'can do' attitude
- A strong team player and collaborative working style
- Confident over the phone
- Computer Savvy

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
- **Leadership** – Creates a climate in which people want to do their best; can access each person's strength and use them to get the best out of the individual. Promotes confidence and optimistic attitude through inspiring and motivating the team.
- **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.
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter

If you are interested in the role, please email your CV to jobs@quins.co.uk

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.

Only applicants to be invited for interview will be contacted.