



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. Most recently the club consistently provided five players to the national set up.

Success on the pitch demands even more success off it, so the club is strengthening its Operations staff and are looking to recruit an Assistant Ticketing Manager. The ideal candidate will have worked in a ticketing sports business environment, have first class communication skills, attention to detail and have a passion for rugby.

Job Title: Assistant Ticketing Manager

Company: Harlequin FC

Reporting to: Ticketing Operations Manager (TOM)

Position: Full time

Start Date: Immediate Start

Role Purpose: The Assistant Ticketing Manager acts as a deputy to the Ticketing Operations Manager, overseeing the day to day ticket sales, match setup and customer service activity. Supporting the TOM with all operational ticketing requirements as well as to provide Members and Supporters with high quality administrative support on both match and non-match days in order to enhance their overall customer experience.

Key Accountabilities:

- Manage all incoming enquiries from supporters via telephone, email and in person.
- To manage the movement and reconciliation of the ticketing inventory across the season.
- To assist and continuously support the management of the interdepartmental use of the ticketing system.
- On match days, act as supervisor & point of contact for staff, supporters, and members in order to answer questions and escalate issues as appropriate to ensure speedy resolution.
- Ensure all supporter ticket requirements are met for membership, additional home game ticket requirements, away games and non-Premiership games including all payments received and tickets dispatched as necessary.
- Co-ordinate key internal stakeholder requirements such as Community, Sponsorship & Hospitality.
- Co-ordinate the direct debit administration and all associated activities.
- Support the Membership team in driving the delivery of Member experience initiatives and Membership Packs
- Act as the lead contact for event owners, including concert promoters from a Ticketing perspective to ensure all requirements are met.
- Carry out any other reasonable ad hoc duties in order to support delivery of the Club's aims and objectives
- Line management responsibility for two ticket office co-ordinators

Skills and Knowledge

- 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
- Proven Ticketing experience
- Excellent communicator
- Ability to work under pressure
- Provide excellent customer service
- Ability to manage and allocate work to team members

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
- Demonstrates both creative and operational thinking and judgement.
- Acts as a role model in embodying core club values and culture and positive attitude.

Behaviours

- **Customer Focus** - Commits to meeting and exceeding 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 and 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.

