



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 Operational staff.

The club wishes to appoint a Match Day Ticketing Executive to work within their Ticketing function and play a key role in developing Harlequins' reputation among Match Day supporters. This is an ideal role for any students looking for a part time position throughout the Rugby season, especially over the Christmas period.

Title: Match Day Ticket Executive
Start Date: Immediate
Role Description: Match day duties include working in the Ticket Office, selling match tickets and Harlequins membership as well as eCash. 3-5 hour shifts on Match days – Ticket Office opens 2 ½ hours before the game and remains open for 30 minutes after kick-off. eCash points remain open until the stadium closes so those shifts can be up to 6 hours. Uniform is provided.

Key Accountabilities:

- Ensure the club provides an excellent customer experience (operational and personnel) for all fans buying tickets.
- Willingness to engage with our loyal supporters.
- Ensure payments are processed effectively and accurately
- Assist the Ticketing Manager.
- Flexible but reliable in approach to working weekends.
- Excellent communicator
- Ability to work under pressure

Skills required:

- Approachable, friendly, personable candidates
- Willingness to engage with our loyal supporters.
- Good work ethic and ability to lead / manage younger members of staff where necessary.
- 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

Competencies:

- Highly organized with a real attention to detail





- Passionate about delivering the best customer service experience
- Tenacious
- Real 'can do' attitude
- Outgoing, affordable and passionate about providing excellent services and products to our customers
- 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.
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter

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.

No CVs from agencies please

