



Ticketing Coordinator

Founded in 1866, Harlequins is a rugby club that is recognised around the world. Harlequins is currently ranked amongst the best Premiership and Premier 15s 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 across both it's Men's and Women's team.

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

Job Title:	Ticketing Coordinator
Company:	Harlequin FC
Reporting to:	Ticketing Operations Manager
Position:	Full time
Start Date:	Immediate Start
Salary:	£18-21,000.00 per annum
Role Purpose:	Be the first point of contact for all ticketing and general enquiries over the phone, in person & via email as well as providing Members and Supporters with high quality administrative support on both match and non-match days in order to enhance their overall customer experience; support the TOM with all operational ticketing requirements as required.

Key Accountabilities:

- Manage all incoming enquiries from supporters via telephone, email and in person.
- On match days, act as 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 all the match ticketing requirements for Harlequins match days and all other bowl events including Women's fixtures and concerts.
- Process key internal stakeholder requirements.
- Aid in the distribution of hospitality packages accurately with the ability to work to strict deadlines and with attention to detail.
- Act as the ticketing liaison for Staff requirements.
- Carry out any other reasonable ad hoc duties in order to support delivery of the Club's aims and objectives.

Skills and Knowledge

- Communicates well both in writing and orally





- Good ambassador for the Club
- Good level of numeracy
- Strong written and verbal communication skills
- Builds appropriate professional, friendly and accessible relationships with employees and line managers
- Flexibility and willingness to take on roles and responsibilities not in job description

Competencies

- Highly organized with a real attention to detail
- Uses judgment to know when to ask for help and guidance
- Uses own initiative and can work independently
- Takes responsibility for own work
- High self-motivation
- 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** - Takes action 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 seen as 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 to jobs@quins.co.uk

Closing Date: 3rd September 2021

