



Harlequins

Harlequins are the reigning Double English Champions with the Men's and Women's squads winning league titles in 2020/21. Founded in 1866, Harlequins is a rugby club that is recognised around the world and is a founding member of the RFU, boasting more presidents than any other club as well as a healthy dose of Men and Women international players.

Success on the pitch demands even more success off it, and with a record number of Members and sell-out matches each weekend, the Club is strengthening its Customer Experience team and recruiting a Membership Service Executive. This is an exciting opportunity for a talented individual who wants to gain valuable experience in an elite sporting environment with strong supporter focus. The ideal candidate will have a passion for sport and what it means to be a fan.

<b>Job Title:</b>	Membership Service Executive
<b>Company:</b>	Harlequin FC
<b>Reporting to:</b>	Customer Experience Manager
<b>Hours of Work:</b>	Monday – Friday: 09:00 – 17:00 (matchdays and some other weekends will be required)
<b>Duration:</b>	Permanent
<b>Salary:</b>	<b>£23-25k</b>
<b>Start Date:</b>	Immediate start
<b>Location:</b>	Twickenham Stoop Stadium
<b>Role Purpose:</b>	To support the day-to-day delivery of first-rate customer service and initiatives to Harlequins' Season Ticket Members, including Quins Rewards delivery, Member events, matchday experiences and themes and customer surveys, reporting to the Customer Experience Manager.

### **Key roles and responsibilities**

- Supporting the promotion and delivery of the Quins Rewards programme, including reward idea creation, merchandise and experience redemption and handling customer queries.
- Updating the Membership Portal and Quins Rewards platform (My Stoop Portal) to ensure continually refreshed and creating data analysis reports to feedback internally.
- Delivery of regular Customer Sentiment surveys to gauge feedback from supporters and propensity to return to The Stoop.
- Supporting day-to-day Customer Experience department administration, including Membership data analysis and calling campaigns to Members.
- Supporting key seasonal Membership projects, including Membership launch and start-of-season fulfilment, managing internal and external stakeholders to hit delivery dates.
- Supporting management of key stakeholder groups including Debenture Holders and Supporters Associations.
- Drafting matchday Membership communications in partnership with Communications team.
- Supporting the delivery of matchday themes and Membership initiatives to continually grow our Member engagement and support.
- Maintaining effective working relationships with key internal teams, such as Ticketing, Commercial, Marketing & Communications and Operations.
- Working with Customer Experience Team to generate new initiatives to constantly improve our offering to supporters.
- Delivering best-in-class customer service, contributing to consistently high NPS scores on





matchdays.

- Providing friendly on-site matchday support at the customer information point.
- Monitoring the Club's customer service inbox (via ZenDesk platform) on a daily basis.
- Providing fast and first-rate responses to questions, complaints and issues that come in through ZenDesk, via email or phone and working with appropriate internal departments to rectify specific issues swiftly.

### Skills and Knowledge

- Experience of working in a customer service role, ideally at public events.
- Strong customer focus and able to deal effectively with members of the public to deliver positive mutual outcomes.
- Organised and able to work on several projects simultaneously.
- Good level of Microsoft Office skills and strong written and verbal communication skills.
- Builds appropriate professional, friendly and accessible relationships with employees and line managers.
- Presents a highly professional image when representing the Club
- High levels of resilience with an ability to work independently and prioritise tasks appropriately

### Competencies

- Highly organized with a real attention to detail
- Uses own initiative and can work independently
- Takes responsibility for own work
- Highly self-motivated
- A strong team player and collaborative working style
- Interest in sport, rugby in particular, especially from a supporter's perspective

### 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
- **Teamwork** - Responds and relates well to people in all positions; is seen as a team player, and is cooperative; friendly and eager to work for an elite professional sports club.
- **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
- **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](mailto:jobs@quins.co.uk)





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Only applicants to be invited for interview will be contacted.



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