

## Job Description

Position: Ticketing & Membership Executive

Department: Commercial

Reports to: Ticketing & Data Operations Manager

Position type – Full time, permanent

### **Job Objective:**

- To help continue Gloucestershire Cricket Club's growth in attendance and membership for domestic and international cricket, as well as future events & concerts.
- To support the Ticketing & Data Operations Manager with the day-to-day processing of the Club's ticketing and membership enquiries.
- Assume responsibility for delivering an exceptional customer service experience, in-person and via phone or email.

### **Key Responsibilities:**

#### • **Ticketing**

- Maintain the Club's ticketing system to ensure information is up to date and on time.
- Assist in preparation of large scale events, domestic cricket and international cricket matches on the Club's ticketing system to maximise yields.
- Sell matchday tickets and memberships in an efficient, polite, courteous and professional manner.
- Deal with enquiries from supporters relating to ticketing and general customer service duties.
- Provide accurate and up-to-date information to supporters.
- Ensure all customer data is protected in line with GDPR regulations at all times.
- Observe, monitor and report any faults or discrepancies with data systems including KORE and Ticketmaster to the Ticketing & Data Operations Manager.
- Work with the Ticketing & Data Operations Manager to benchmark other venues (sporting or otherwise) in the city, regionally and nationally to grasp competitive pricing structures. Understand what our comparable venues and services offer and ensure we compete favourably against them.
- Maintain and expand working knowledge of KORE and Ticketmaster and attend relevant training sessions.
- Ensure car park passes are efficiently processed.

#### • **Membership**

- Work with the Ticketing & Data Operations Manager to ensure timely production and distribution of welcome packs and membership cards, whilst maintaining a register of those issued.
- Ensure successful processing of annual renewal notices and annual and monthly

direct debits.

- Carry out all administration concerning membership correspondence to ensure it is efficiently processed.
- Work collaboratively with other departments to ensure the ticketing membership information is communicated effectively to all relevant audiences.
- Help with all relevant Membership Events such as AGM, Member Forums and Junior Member's Day.

• **Other**

- Understand annual budgeting and forecasting data for Ticketing, Membership and other large-scale events to maximise yields.
- Be available to work on matchdays and events as directed by the Ticketing & Data Operations Manager.
- Provide Reception cover during regular working hours and on matchdays when required.
- Any other duties that may be reasonably required to aid the Head of Commercial, Ticketing & Data Operations Manager, the Club, its members and supporters.
- This Job Description should not be regarded as exclusive or exhaustive. It is intended as an outline of areas of major activity and will be amended in the light of changing circumstances at GCCC.

**Essential Skills**

- A Passion for delivering excellent customer service
- Good problem solving and decision making skills
- Desire for continuous improvement
- Attention to detail
- Ability to lead by example
- Proficient on Microsoft Office Suite

**Desirable Skills**

- Interest in sport or events
- Ability to identify data patterns from sales figures.
- Confidence in working in a target driven environment
- Previous experience in Ticketing or Sports sector.

Salary - £25,000 pa

37.5 Hours per week

Monday to Friday with weekend and evening working where matches and events require.

Based mainly at The seat Unique Stadium in Bristol as well as at the Cheltenham Cricket Festival event but off site work will be required from time to time.

*We are an equal opportunity employer and welcome applications from all qualified candidates regardless of race, colour, religion, sex, national origin, age, disability, or any other protected characteristic. We are committed to providing accommodations for applicants with disabilities. If you require any accommodations during the application or interview process, please let us know. We will continue to support you in every way we can through the interview process*

Closing Date for applications:

5pm Wednesday 4<sup>th</sup> February 2025