



Ticket Manager

Job Title: Ticket Manager

Location: Harrogate

Contract: Permanent

Hours of work: 37.5 hours per week (including evening and weekend work)

Location: Harrogate Town AFC Official Club Store, Commercial Street, Harrogate and on Matchdays at the Stadium

Application Deadline: 8th May 2024

Interviews week commencing 13th May 2024

Benefits:

Competitive salary

25 days holiday plus bank holidays

Staff discount at our Official Club Store

Company pension

Background

Harrogate Town AFC is a professional football club based in Harrogate North Yorkshire competing in the Skybet EFL League 2, the fourth tier of the English football league system.

We are now looking for a Ticket Manager to join our exceptional team.

The Role

We are looking for a customer focused individual to manage the ticketing operation. The right candidate will take responsibility for the delivery of ticketing for our matchdays, including everything from looking after our loyal season ticket holders to managing individual match day ticketing for home and away supporters, VIP guests and visiting Directors, as well as overseeing the pricing, promotions and growth of our fan base.

We're looking for a candidate with a strong background in ticketing who can offer a first-class customer service experience, has attention to detail and works well within a team. The right candidate will understand the importance of the customer journey from start to finish.

The role requires you to be flexible to enable the club to successfully prepare and fulfil the requirements of a matchday.

Furthermore, your role will be responsible for the communication, planning, organisation and administration of all ticket related tasks to ensure a smooth and efficient customer journey and ticket strategy to consistently deliver high standards for our current and future fanbase. Flexibility will be required to assist customers with merchandise sales at our Official Club store.

Responsibilities and Personal attributes:-

Essential:

- Strong background in ticketing.
- Solid understanding of critical IT systems (and ability to learn new systems).
- Understands the importance of rules and regulation around large scale events/EFL
- Excellent people skills, ability to communicate at all levels.
- Customer-focused
- Works under pressure, works to deadlines
- Excellent organisational skills and diligent
- Able to work as part of a team and has initiative.
- Produce and Analyse reports, trends and revenues.

EQUAL OPPORTUNITIES

Harrogate Town AFC is committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment. Applicants must be eligible to live and work in the UK. We work in accordance with the EFL's Code of Practice and are signatories to the FA's Football Leadership Diversity Code.

Safeguarding

- Harrogate Town is committed to safeguarding, and the safeguarding of all people associated with the Football Club.
- All employees must have an understanding of the club's safeguarding and anti-discrimination policies and procedures and put these into practice in the workplace.

To enable this all employees must undertake the required training as directed by their line manager.

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Applicants must be eligible to live and work in the UK.

HOW TO APPLY:

To Please send a covering letter, your C.V. by 8th May 2024, to:-

joannetowler@harrogatetownafc.com

- Shortlisted candidates will be contacted for interview after the closing date.
- Due to the high volume of applications, we receive, we may only contact those who are shortlisted for interview.