



JOB DESCRIPTION			
Job title:	Ticket Office Assistant	Contractual status:	Zero hours
Hours of work:	Casual: flexible	Salary range:	Competitive
Location:	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	Reporting to:	Ticket Office Manager

Roles and Responsibilities:	
<ul style="list-style-type: none"> • Provide excellent customer service and support to all customers and fans. • Answering ticket office enquiries in person, via telephone and email. • Processing ticket orders. • Maintaining high standards at all times. • To be able to work flexible and unsociable hours where the role of the job requires. • Comply with all Club policies. • Promote the Burnley Football Club brand and ethos in a professional, strong, and positive manner. • Work alongside other team members to support in other areas of the organisation as and when required to promote best practice. • A commitment to equality and diversity in the workplace and a willingness to undertake all relevant equality and diversity training. • This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description. 	

PERSON SPECIFICATION		
Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A positive attitude towards professional development and their own learning. 	<ul style="list-style-type: none"> • A recognised customer service or equivalent qualification.
Experience & Skills		<ul style="list-style-type: none"> • Prior experience of working in a administrative role. • Prior experience of providing customer service. • Excellent customer service and communication skills.
Personal Qualities	<ul style="list-style-type: none"> • A flexible approach to work. • A friendly, positive 'can do' and courteous attitude. • Strong team-working skills. • Empathetic. • Shows initiative and has confidence in own ability. • Displays no prejudice when working with others. • Self-motivated, with expectation of self and others. • A commitment to the aims, vision, and values of Burnley FC. • Enthusiasm, energy, and resilience. • Ability to maintain confidentiality. 	