



## CPFC JOB ADVERTISEMENT

### Head of Ticketing

**Job Location:** Selhurst Park Stadium, SE25 6PU

**Contract Type:** Permanent/ Full time

**Salary:** Competitive

**Opening Date:** 19 June 2020

**Closing Date:** 3 July 2020

Crystal Palace are currently seeking an exceptional individual to join our consumer sales team in the role of Head of Ticketing. You will deliver and manage all ticketing and membership sales, day-to-day box office operations, customer service and budgets.

#### You will be responsible for....

- Working collaboratively with the Marketing and Content teams to develop the Ticketing Sales Strategy for Season Tickets, Half Season Tickets, Memberships and Match by Match Tickets, considering pricing, promotions and that the products on offer meet with the Clubs overall budget objectives and competitively within the industry
- Maximising upselling and cross-selling opportunities within the Ticket Office
- Liaising with various ticket system providers and ensuring that all systems are kept up to date and the best system is utilised
- Managing and lead all operational needs for both home and away fixtures for general admission launches including sale live dates, distribution channels, capacity constraints and daily reporting of all tickets sold
- Leading a culture of continuous development regarding the ticketing and CRM systems, ensuring developments in technology and process are fully explored and implemented
- Tracking against KPIs set to increase efficiencies while reducing staffing/tickets and channel costs, including match day, automated tickets, 3rd party relationships, etc.
- Maintain leading edge product knowledge on all aspects of ticketing and streamlining processes
- Provide motivating leadership, management & development of the Ticket Office team, including casual Match Day Staff
- Maintain liaison with the Premier League and industry colleagues on best practice
- Other duties and responsibilities as required by line manager
- Upholding and promoting the Club's policies and procedures, including Health and Safety, Safeguarding and Equal Opportunities policies and procedures
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#### You will have...

- A minimum of three years working in the management of a ticketing department
- A proven track record in driving projects, meeting targets and deadlines and managing a team
- Experience in driving sales in a similar environment
- Experience managing and budget and being held accountable through targets and deadlines



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- A strong customer service focus and genuine desire to deliver an excellent experience every time
- Excellent IT and numerical skills
- Ideally a proven ticketing background within the sports industry
- Ideally experience of working with SeatGeek Ticketing System

### You are...

- Able to motivate others through effective leadership
- Able to multi task and work under pressure
- Able to prioritise workload and delegate accordingly
- Presentable, professional and approachable
- Flexible with working hours and able to work weekends and evenings as the fixtures require

### What you'll get in return....

- Breakfast Club every day
- Complimentary season ticket
- Competitive salary
- Cycle to work and tech scheme
- Social activities (day at the races, holiday party, team nights out)
- High level of responsibility from day one!
- 20% Club Shop discount

Crystal Palace Football Club is committed to safeguarding and ensuring the welfare and protection of children and young people and expects all staff to share this commitment. As such, the post holder will be subject to any relevant security checks as required.

To apply, please send your CV to [recruitment@cpfc.co.uk](mailto:recruitment@cpfc.co.uk) with the subject of what role you are applying for along with the completed application form found below.