

Ticket Office Assistant

Derby County Football Club is looking to recruit Ticket Office Assistants to join our team based at Pride Park Stadium.

The successful candidates will be responsible for providing first contact resolution for supporter enquiries and purchases. Proactive and diligent, you will ensure that you have the most up-to-date information about fixtures, ticket on-sale dates and general ticketing information, so that all your customer interactions are of the highest standard, providing all our supporters with a first-class experience every time they interact with the ticket office.

You will have a good understanding of General Data Protection Regulations and confidentiality, and are able to apply this knowledge consistently when processing data and payments for tickets, travel, memberships and general supporter queries.

You will possess excellent communication skills, both face to face and over the telephone, with a good understanding of equality, diversity and inclusion. You will be resilient, and enjoy working in a fast-paced, team-centred environment, flexible in your approach with an ability to think on your feet, problem solve, and support your colleagues to achieve both personal and collective goals together.

Basic computer skills are essential for this role. Previous experience in a fast-paced retail or ticket sales environment are desirable, but full training on our in-house ticketing system will be provided to successful candidates.

Please note successful candidates will need to demonstrate the ability to be flexible and be available to work our home matchdays typically weekends and evenings as a minimum, with additional opportunities for working during the week to cover peak periods and ticketing campaigns.

To apply for this role, please complete an application form, which can be found on our website dcfc.co.uk/page/jobsandcareers. Please note that CVs will only be accepted with an accompanying application form.

Completed application forms should be sent by email to recruitment@dcfc.co.uk or via post to;

The HR Department, Derby County Football Club, Pride Park Stadium, Pride Park, Derby DE24 8XL.

The closing date for receipt of applications is **Tuesday 30 November 2021**. We reserve the right to close the vacancy early.

Strictly no agencies please.

Derby County Football Club's Job Applicant Privacy Policy can be found at dcfc.co.uk.

Derby County Football Club is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.