

## **Ticketing and Retail Manager – Forest Green Rovers**

Salary £25-31K

### **About The Role**

We're recruiting for a Ticketing and Retail Manager based at The New Lawn in Nailsworth, Gloucestershire. This rare opportunity combines sport, ticketing and retail management, sustainability, and digital streaming services and will report directly to our Head of Commercial.

We're looking for someone that stands out from the crowd. You will take responsibility for the commercial performance and delivery process of several key areas within the club, including ticketing for our matchdays, managing our digital streaming service and overseeing our retail operation, which includes 46% export overseas.

We're looking for a candidate with a strong background in ticketing and/or retail who can offer a first-class customer service experience to our fans.

In return, you'll have the opportunity to join a phenomenal team that constantly delivers off the pitch, as well as work on a hybrid basis from the stadium and your home. You may also have noticed our recent promotion to League One.

### **Duties of the role**

- Full ownership of ticketing at the New Lawn, including managing one Commercial Assistant, casual ticket office and retail staff, P&L and reporting.
- Work with Shopify, the VMS ticketing system and the EFL iFAS system to ensure accurate and up-to-date information.
- Liaising with counterparts at other football league clubs to successfully manage FGR allocation of away tickets.
- Monitoring ticketing and retail products and feeding back performance and recommendations to senior management.
- Work closely with Commercial, Operations, and Content teams to help deliver an exceptional matchday experience.
- Manage and prepare the match day streaming service using the Stream AMG platform.
- Providing weekly reports to the Head of Commercial against KPIs and budget

This role is based at Forest Green Rovers FC, The New Lawn, Another Way, Nailsworth, Gloucestershire GL6 0FG, but there is an opportunity for flexible working on certain days.

### **About You**

Ideally, you'll have experience in retail, ticketing & management in a sporting/entertainment environment, but we will consider similar skillsets.

You're ready for a big challenge, where we can quickly turn your ideas into results – and you have a natural drive to push commercial targets, ensuring year-on-year growth and fan satisfaction.

### **Behaviours and Experience:**

- A strong interest in FGR, sport and sustainability.
- Excellent people skills with the ability to communicate at all levels.
- Experience in a customer-facing role and ability to deliver a high standard of professionalism.
- Naturally able to take accountability for your work, deadlines and quality
- Excellent organisational skills and ability to work as part of a team and lead on own initiative.
- Strong understanding of critical IT systems (and ability to learn new systems), including the likes of VMS, Shopify and SagePay.
- Ability to perform well under pressure and to tight deadlines.

### **Other requirements:**

- A full driving licence.
- Required to work on weekend Match Days and occasional Bank Holidays.
- Subject to DBS Disclosure certification.

### **What's in it for you:**

- Healthcare plan, life assurance and generous pension contribution
- Volunteering day
- Flexible working
- Various company discounts (including shops, days out and events)
- Holiday of 25 days (plus bank holidays) & ability to buy/sell days
- Cycle to work scheme, car pooling and onsite parking available
- Flexibility statement

The fast moving nature of the company's business means that from time to time you may be asked to perform duties or tasks outside of your original job description on an ad hoc basis. This allows the company to use its people in the best possible way at all times and helps the employees to make their contribution in a changing environment.

### **About FGR**

Founded in 1889, Forest Green Rovers is a football club with a rich 130-year history – but we're at the forefront of something entirely new here. FIFA described us as the greenest football club in the world – it's undoubtedly true that no other football club in the world has put the environment at the heart of what it does.

We aim to be in the Championship within the next five years – our recent promotion to League One is the second step of that journey - and we're planning to build a stadium to match those ambitions. Designed by world-renowned architect Zaha Hadid, 'Eco Park' will be the only stadium made entirely of wood.

For more information and to apply for this role please visit:

<https://jobs.ecotricity.co.uk/vacancies/1323/ticketing-and-retail-manager.html>