

JOB OPPORTUNITY – COMMERCIAL OPERATIONS EXECUTIVE

Reporting to the Commercial Sales Manager, you will be based at The City Ground and your role is to ensure the commercial operations are administered and function efficiently ensuring to deliver outstanding hospitality experiences for the NFFC supporters.

Key Tasks & Responsibilities

- Respond to customer enquiries, acting as the point of contact for premium members and bookers.
- Set up all hospitality fixtures and packages on ticketing systems.
- Process payments for hospitality bookers and fulfilment of tickets for match by match bookers.
- Assist in the set up of matchday operations across all premium areas.
- Event co-ordinate certain matchday operations across all premium areas.
- Ensure all billing is up to date by seasonal clients.
- Client prospecting, researching contacts in the region and other research projects across the season.

Skills, Knowledge & Experience

- Demonstrable experience of using ticketing systems and analysing data.
- Familiarity with behind the scenes aspects of an events organisation (specifically football).
- Excellent attention to detail and sound numeracy skills.
- Good organisational skills, able to prioritise and manage own workload.
- Communicates well on all levels, experienced in dealing with members of the public.
- Works well under pressure and has flexibility to deal with issues out of hours and at short notice.

Other

1. You will be required to demonstrate your commitment to equality, inclusion and anti-discrimination at all times including attending relevant training as and when required.
2. You will be required to work on all home match days and to work across all Club sites including the Stadium, Club offices and Training Ground.

To Apply

- Application is via CV with a one page covering letter to jobs@nottinghamforest.co.uk

Due to the high volume of applications we receive daily, **please state your name and the job role in the email subject bar on application as follows: NAME – JOB ROLE – APPLICATION**

- **Closing Date: 26th November 2021**
- Interviews to be carried out the week commencing **29th November 2021**
- Salary: Competitive

Equal Opportunities Commitment

Nottingham Forest Football Club is an equal opportunities employer who are passionate about creating and promoting a diverse workforce. The Club welcomes applications from all suitably qualified persons, regardless of age, disability, gender, gender reassignment, marital / civil partnership status, pregnancy / parental leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.

The welfare of young people and adults at risk is paramount within our Club and the safeguarding of all children, adults, staff, and visitors is everyone’s responsibility. All staff have a responsibility to act on a suspicion or disclosure that may suggest a young person or adult is at risk of harm. All staff are expected to familiarise themselves with the Club’s HR and Safeguarding policies and procedures including the Safeguarding team and how to report a concern.

We make recruiting decisions based on your experience, qualifications, and skills alone.