

JOB OPPORTUNITY – TICKETING EXECUTIVE

Reporting to the Ticket Office Resourcing & Finance Co-Ordinator, we are looking for 2 candidates that will provide first class service to customers and supporters purchasing tickets both in person and over the phone for all Club football fixtures and events by delivering a level of customer service which exceeds the customer’s experience, increases ticket sales and maximises revenue.

<p>Key Tasks & Responsibilities</p>	<ul style="list-style-type: none"> • Deliver a first-class level of customer experience to all supporters purchasing tickets for Nottingham Forest Football Club fixtures. • Undertake sales of match tickets, season cards, membership and other ancillary products promoted by the Club, including but not limited to matchday sales. • Undertakes all necessary checks to ensure all concessionary and disabled tickets are sold correctly and customer needs are identified and recorded as required. • Identify opportunities to up-sell products with every customer interaction. • Contribute to the full spectrum of face-to-face, telephone and administrative activities required to ensure that the Ticketing function runs smoothly at all times. • Participate in all Ticketing-led matchday activities including front-of-house and telesales, ticket collections and “Here-to-Help” customer service activities in-and-around the stadium footprint. • Ensure all customer records are kept accurately and up to date. • Undertake other ad-hoc tasks which are not necessarily restricted to the ticketing operation.
<p>Skills, Knowledge & Experience</p>	<ul style="list-style-type: none"> • Previous customer service experience in a fast-paced environment with a flexible, customer-first approach. • Previous experience of computerised ticketing systems. • Highly computer-literate with a good grasp of MS Word and Excel. • Strong communication skills and a highly professional manner. • Well organised and able to prioritise. • Good command of English, spoken and written. • Proactive, self-motivated and resilient, confidence to work independently and as part of a team. • Able to be flexible with working hours and days.
<p>Other</p>	<ol style="list-style-type: none"> 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 may be asked to undertake additional duties to those above, either on a temporary or permanent basis, which the Club reasonably believes you are capable of carrying out, or for which you will be trained. 3. Hours of work are 37.5 hours a week on a rota basis over five days per week, which will include weekends. You are required to work all home matchdays and other sporting events held at The City Ground. Non-matchday hours are between 9am-6pm on weekdays and 9am-4pm on non-matchday Saturdays. Some Sunday and evening hours will be required.
<p>To Apply</p>	<ul style="list-style-type: none"> • Application is via CV with a one page covering letter to jobs@nottinghamforest.co.uk <p>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</p> <ul style="list-style-type: none"> • Closing Date: 4th February 2022 • Interviews to be carried out w/c 7th February 2022 • Salary: Competitive
<p>Equal Opportunities Commitment</p>	<p>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.</p> <p>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</p>

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.