

JOB TITLE:	Retail & ticket executive
DIRECTORATE:	Growth and Innovation
REPORTS TO:	Retail and ticket manager
RESPONSIBLE FOR:	
LOCATION:	Ticket Office / Club Shop
HOURS:	Minimum 16 hours per week plus home matchdays essential
MATCHDAY WORKING:	HOME <input checked="" type="checkbox"/> AWAY <input type="checkbox"/> BOTH <input type="checkbox"/>
DATE:	ASAP
DBS Check:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

Job purpose

This role will be responsible for providing a high level of service to all Lincoln City Football Club's internal and external customers, primarily in relation to all ticketed events and retail sales to achieve sales targets and service level KPIs.

Key Responsibilities

- Assist customers where necessary with any incoming enquiries, utilising a variety of communication styles including but not limited to telephone, email, and verbal.
- Process bookings for tickets and maximise sales.
- Process retail purchases and maximise sales
- Process transactions and enquiries relating to memberships, home games, away games and ticket collections.
- Responsibility for data input into relevant files to support marketing initiatives
- Assist with fan queries and support providing an exceptional level of service and accurate information.
- Sign in external visitors to the stadium
- Answer incoming calls to the main office and redirect as appropriate.
- Process incoming post, directing to correct departments.
- General administration as and when required.

General responsibilities

- Carry out duties in accordance with relevant company policies, including, but not limited to, the Health and Safety Policy, Code of Conduct Policy, Safeguarding Policy, Equality and Diversity Policy, Financial Regulation Policy and Social Media Policy;
- To safeguard and promote the welfare of children, young people and adults at risk;
- To be vigilant and support all safety and security operations;
- Act with utmost good faith to the Club, Foundation and the Company;
- Devote full attention and ability to fulfilment of the duties required by the role;
- Other duties as requested by a member of the senior management staff;
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices;
- To work with colleagues to extend knowledge and skills to identify and develop best practice;
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners;
- Carry out general office duties including data recording, filing, photocopying, sending and receiving emails;
- Active participation on continuing professional development and the appraisal process;

Lincoln City Football Club

LNER Stadium, Lincoln, LN5 8LD

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- To undertake such other duties, training and/or hours of work as required that are consistent with the general level of responsibility of this job;
- To maintain the quality of service, regularly evaluating work and seeking to make improvements;
- Present a professional image when dealing with internal and external contacts and partners, acting in a professional manner always;
- To cover as and when required at other departments;
- To recognise commercial opportunities across all products;
- Promote the brand identity and increase fanbase throughout;
- To support our green energy strategy and meet all requirements including but not exclusive to recycling, waste reduction, energy efficiency; and
- Any other duties commensurate with the grade and falling within the scope of the post, as requested.

The above-mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Lincoln City Football Club & Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.

JOB TITLE:	Retail and ticket executive
DIRECTORATE:	Growth and Innovation
REPORTS TO:	Retail and ticket manager
RESPONSIBLE FOR:	
LOCATION:	Ticket Office

HOURS:	Minimum 16 hours per week plus home matchdays essential
MATCHDAY WORKING:	HOME <input checked="" type="checkbox"/> AWAY <input type="checkbox"/> BOTH <input type="checkbox"/>
DATE:	ASAP
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Person specification

TECHNICAL/WORK-BASED SKILLS

Skills specific to the job, eg. computer competency, typing skills, coaching skills etc

Essential

- Competency in Microsoft packages (Word, Outlook and Excel) and an ability to learn new packages (e.g. ticket and retail packages)
- Confident using computer and telephone systems to complete tasks
- General administrative tasks
- Problem solving skills

Desirable

- Experience of sales processing, cash handling and card processing
- Knowledge of data protection and GDPR
- Knowledge or understanding of the sporting or entertainment industry

GENERAL SKILLS AND ATRIBUTES

More general characteristics, eg. flexibility, communication skills, team working etc

Essential

- Excellent written and verbal communication skills
- Attention to detail
- Organisation and time management skills
- Confident and pleasant telephone manner
- A team player and able to use initiative to work on your own
- Flexible and versatile
- Quick learner
- Positive attitude
- Professional presentation

EXPERIENCE

Proven record of experience in a particular field, profession or specialism

Essential

- Working in a customer service environment
- Receiving inbound and making outbound phone calls to customers

Desirable

- Working in a retail environment

QUALIFICATIONS

The level of educational, professional and/or occupational training required

Essential

- GCSE qualifications in maths and English

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Lincoln City Football Club & Foundation is an equal opportunities employer.