

Yorkshire County Cricket Club Limited – Job Description

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| Job Title: Ticket and Membership Office Manager | Date: October 2022 |
| Line Manager: Sales and Marketing Director | Status: Full-time (flexible working hours considered) |
| Salary Range: Competitive | Benefits: Health Care Pension Contributions YCCC Membership Employee Assistant Programme |

Job Purpose:

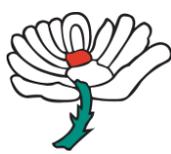
- To oversee and manage the team that will deliver all ticketing and membership operations for The Yorkshire County Cricket Club Limited and be accountable for the delivery of all ticketing sales and operations, including electronically, over the phone and in person.
- To ensure that all orders on tickets, memberships and other products offered through the ticket office are printed and fulfilled in a timely manner.

Key Accountabilities:

- Print and fulfil all orders on tickets, memberships and other products offered through the Ticket Office
- Be responsible for booking at the Indoor Cricket Centre, from commercial use to internal requirements at Yorkshire Cricket
- Provide excellent customer service
- Be part of a team that will look to grow revenues and maximise attendances at all our venues
- Produce reports for senior management to ensure that decisions are insight led
- Manage relationships with third parties, including ticketing providers, software providers and other key stakeholders
- Contribute to marketing meetings and strategy
- Work across different departments to help with the planning and execution of matchday services at Headingley Stadium, York Cricket Club and Scarborough Cricket Club.

Key relationships:

- Marketing and Communications department
- Operations department
- All staff related to Yorkshire Cricket
- Third parties such as our ticketing software provider, G4S and the ECB.



Person Specification

Essential

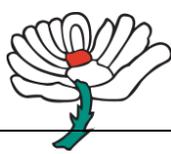
- Three years or more experience working within a ticketing, membership or customer experience team providing high levels of customer service and support, preferably in a sporting environment.
- Previous experience of processing and delivery of tickets and memberships for large scale events and overseeing the booking system of an internal venue.
- Experience of producing in-depth reports, including ticketing, usage data and other insight to help inform marketing activity for both internal and external stakeholders.
- Strong communication and verbal skills and a natural ability to engage with, motivate and influence a diverse range of people, including groups and individuals
- An understanding and experience of delivering projects within an equity, diversity and inclusion framework
- Ability to use your initiative and high levels of problem-solving skills to achieve goals and key objectives to deliver during certain timeframes and against KPI's
- Previous experience of delivering a fantastic customer experience in a similar environment.
- To have previous experience of growing revenues and maximising attendances with a customer orientated attitude and approach.
- Good knowledge of IT systems, including Microsoft Excel and Word which will allow you to produce in depth reports.

Desirable

- A knowledge of Secutix and access control systems
- Previous experience as a line manager
- Previous experience of being involved in the recruitment process.
- Worked within a sports or leisure organisation
- A full UK driving licence

Personal Attributes, Aptitudes and Abilities

- Ability to motivate, persuade, support and influence individuals and organisations.
- A commitment to equity, diversity and inclusion.
- Experience of developing, managing and delivering sports activities.
- Target driven approach with the ability to meet outlined KPI's.
- High standard of computer literacy (Excel, Word, Power Point, Outlook and the Internet)
- Excellent written skills with the ability to produce concise and informative reports.
- Excellent communication and presentation skills.
- Demonstrable ability to plan and prioritise own workload with minimum supervision.
- Ability to demonstrate initiative and work well under pressure.
- Ability to plan ahead and work within agreed timeframes.
- Willingness to be flexible around work and to be willing to adapt according to the workload



Location and Key Conditions

- The post holder will be based at Headingley Stadium, Headingley, Leeds.
- Post holder must have the Right to Work in the UK
- Full-time, working an average of 35 hours a week Monday to Friday with some flexibility depending on the needs of the role.
- Due to the nature of the work the post holder will carry out their duties at such times/days which are most effective to perform the tasks required, this may include evenings/weekend working.
- There will be a requirement to visit other settings in the county such as Scarborough and York Cricket Club.