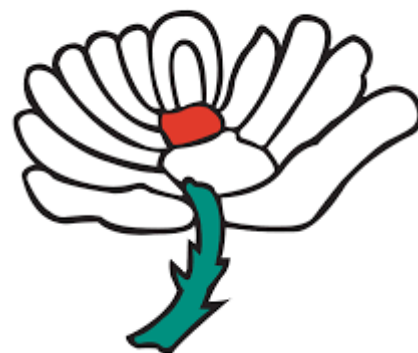


JOB DESCRIPTION

Yorkshire County Cricket Club



Job Title:	Ticket and Membership Office Manager
Department	YCCC - Commercial
Reporting Line:	Sales and Marketing Director
Salary Band:	3 Manager
Location	Headingley Stadium, Leeds
Employment Type	Permanent - Full Time

Department Overview

This is a unique customer facing team which deals with a variety of queries on a daily basis for one of the largest First Class Counties. The Ticket Office and Membership are an integral part of The Yorkshire County Cricket Club and play a vital customer facing role all year round. The Ticket Office play a vital role as being the main point of contact for any ticket sales or queries, whether that's over the phone, in person or via our online ticketing system for all fixtures that take place at Headingley Cricket Ground, York and Scarborough. Alongside ticket sales, the Ticket Office is responsible for the roll out of membership each year and help deal with any queries our members may have and for the bookings of our indoor nets in the winter.

Job Purpose

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

Key Responsibilities

Area	Responsibilities
Ticket and Membership Management	<ul style="list-style-type: none">- Print and fulfil all orders on tickets, memberships and other products offered through the Ticket Office- Provide excellent customer service- 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

	<ul style="list-style-type: none"> - Lead part of a team that will look to grow revenues and maximise attendances at all our venues - 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.
People Management	<ul style="list-style-type: none"> - Model and advocate company vision and values - Make and communicate decisions clearly, be accountable for those decisions and empower team members to make good decisions in their areas of responsibility - Motivate and engage team members by setting and maintain clear standards and expectations - Model and implement all relevant policies and procedures - Model and implement effective communication within team and across the company
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> - Demonstrate, at all times, a commitment to equality, diversity and inclusion behaviours, decision-making and working practices - Advocate the values of dignity, fairness, equality and respect

Please note: This is not an exhaustive list and the role may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the company.

Key Relationships / Stakeholders

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

Job Specification

Essential Criteria	M/C
Extensive experience of working within a ticketing, membership or customer experience team providing high levels of customer service and support, preferably in a sporting or leisure environment.	<input checked="" type="checkbox"/>
Previous experience of processing and delivery of tickets and memberships for large scale events and overseeing the booking system of an internal venue.	<input checked="" type="checkbox"/>
Good knowledge of IT systems, including Microsoft Excel and Word which will allow you to produce in depth reports.	<input type="checkbox"/>
Experience of producing in-depth reports, such as ticketing, usage data and other insight to help inform marketing activity for both internal and external stakeholders.	<input type="checkbox"/>
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	<input type="checkbox"/>

An understanding and experience of delivering projects within an equity, diversity and inclusion framework	<input type="checkbox"/>
Strong communication and verbal skills and a natural ability to engage with, motivate and influence a diverse range of people, including groups and individuals	<input type="checkbox"/>
Desirable Criteria	
A knowledge of Secutix and access control systems	
Previous experience as a line manager	
Previous experience of working within a sports or leisure organisation	

Core Competencies

Time management	<input checked="" type="checkbox"/>	Ability to influence and negotiate	<input type="checkbox"/>
Attention to detail	<input type="checkbox"/>	Analytical skills	<input type="checkbox"/>
Confidentiality and discretion	<input type="checkbox"/>	Leadership skills	<input type="checkbox"/>
Interpersonal and communication skills	<input checked="" type="checkbox"/>	Initiative and proactive	<input checked="" type="checkbox"/>
Teamwork	<input checked="" type="checkbox"/>	Creativity and innovation	<input type="checkbox"/>
Flexibility and adaptability	<input checked="" type="checkbox"/>	Accountability	<input type="checkbox"/>
Able to work autonomously	<input type="checkbox"/>	Written communication	<input type="checkbox"/>

Essential Certificates and Checks

Drivers License	<input checked="" type="checkbox"/>	Disclosure Barring Service Check	<input checked="" type="checkbox"/>
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