



JOB DESCRIPTION

JOB INFORMATION	
Job Title:	Ticketing Assistant
Department:	Sheffield Wednesday Football Club
Contract type	Permanent
Salary	National Minimum Wage
Site:	Mega Store
Working Hours:	Flexible Mon – Sun 35 hours (would also consider job share)

POSITION IN THE ORGANISATION	
Reports to:	Ticketing Manager

OVERALL PURPOSE OF ROLE
<p>The Ticket Office Assistant is responsible for maximising revenue from the sale of tickets, season tickets, memberships, merchandise, and stadium tours and ensuring the highest standards of customer care are maintained whilst dealing with customers both face to face and over the phone. This position is expected to work cohesively with all departments</p> <p>You need to be smart, punctual, and flexible as well as be knowledgeable of our products with an engaging, upbeat personality.</p> <p>The role is flexible working hours, being available to work evening matches and weekends as well as some bank holidays.</p>

GENERAL DESCRIPTION – TASK RELATED
<ul style="list-style-type: none">• Process ticketing and related sales/enquires face to face, via telephone, postal and internet• Dealing with general enquiries from the public in an informative and courteous manner• The operation of the ticketing system including inputting and updating the database• Following correct cashing up procedures and reconciling• Liaising with other departments regarding ticket allocations and sales• To carry out any other tasks which may be reasonably required by the Ticketing Manager.• Take cash/card payments on a till system.• Process refunds or exchange products following the correct procedures.• Be knowledgeable of the business and its policies and products.• Provide an excellent and effective customer service to supporters.• Ensure all data is collected and updated in accordance with GDPR.• Meet sales targets.• Deal with customer complaints, calling for a supervisor if necessary.

Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: www.swfc.co.uk

Registered in England No. 02509978



- Keep a watchful eye for theft or mishandling of merchandise.
- Ensure customers are well informed on current sales and promotions and the store's returns policy.
- To assist the retail team and learn the retail system during busy periods.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this job.

QUALIFICATIONS:

- Maths & English Grade 4 or above (or equivalent)
- Customer Services Qualification desirable.

SKILLS & EXPERIENCE:

Desired Requirements:

- Computer literate and general office skills
- Ability to develop a growing knowledge of the ticketing system (training will be available)
- Good customer service skills
- Excellent telephone manner
- Accuracy and attention to detail
- Ability to communicate effectively and professionally with customers and colleagues

Personal Skills:

- Trustworthy, conscientious, and reliable
- A calm, patient, and professional manner
- Good organisational skills, accuracy with a high level of attention to detail
- A pro-active nature
- Ability to use self-initiative as well as work within a team
- Excellent time management skills
- Confident in dealing with the public face to face

SWFC is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sectors of the community.

SWFC is committed to Safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. As such you may be subject to a satisfactory enhanced disclosure via the Disclosure and Barring Service and prior to taking up any role.

[A shortlist of suitable applicants will be completed shortly after the closing date and successful candidates will be contacted about the interview process.](#)

If you feel you have all the qualities and experience, please complete the application form and send your CV and covering letter to vacancies@swfc.co.uk

Closing Date: 31 July 2023

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