

## **Ticketing & Membership Executive**

**Full-time (35 hours)**

**Includes some evening and weekend working during the cricket season**

**Competitive salary + benefits**

If you have great customer service, sales and administration skills and would be keen to put them use in a world-class sport and entertainment venue whilst developing your experience in ticketing along the way, then this could well be the opportunity for you.

### **The Opportunity**

We are excited to be looking for a Ticketing & Membership Executive to join our fast-paced and friendly ticketing team. As a Ticketing & Membership Executive you will be responsible for selling tickets and memberships, maximising sales opportunities and ensuring the best possible customer journey and customer service for Lancashire Cricket Members and other customers.

Whilst prior experience in a ticket office/box office would be preferred, we would also welcome applications from candidates who have experience in other front-line customer service based environments.

### **About Us**

Emirates Old Trafford, home of Lancashire Cricket is an award-winning world-class. It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 24,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes test matches, international fixtures and world class concerts, including The Killers, Harry Styles and the Red Hot Chili Peppers in 2022. It's a unique place to build a career where no two days are ever the same!

### **Key Responsibilities**

- Carrying out ticket sales duties using the venue's ticketing system
- Conversing with the public at the Ticket Office in person, by email or on the phone
- Creating sales opportunities where possible
- Providing customer service and managing customer requirements proactively and in a welcoming, courteous, helpful and positive manner
- Participating in telephone sales campaigns
- Managing ticket allocations for various groups
- Accounting for personal sales monies and reconciling those with ticketing system reports
- Capturing customer information efficiently and accurately

## Essential Requirements

- Experience working in a busy fast-paced customer service environment
- Excellent verbal and written communication skills
- Strong numeracy skills, ideally with some experience of basic accountancy
- The ability to work under pressure whilst managing customer expectations
- A willingness and ability to work evenings and weekends in line with ticket office opening times

Experience of working in a ticket office/box office would be desirable but is not essential as training will be provided.

## Benefits

- Holiday allowance increasing with service
- 2 x standard Lancashire Cricket season memberships
- Social events throughout the year
- Fitness classes, table tennis club and yoga
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- Discounts at the Lancashire Cricket Official Store, Trafford Cricket Centre, Hilton Garden Inn Emirates Old Trafford, Caffè Nero and with the Club's partners
- Free parking

If you feel you have the experience and skills required to be successful in this position then please send your CV to [recruitment@lancashirecricket.co.uk](mailto:recruitment@lancashirecricket.co.uk).

The closing date for applications is **5pm on Friday 11<sup>th</sup> November** however, if enough suitable applications are received prior to this date, we may carry out interviews immediately and look to close the process early should the ideal candidate be found. With this in mind, please submit your CV to us as soon as possible to avoid disappointment.

*We look forward to hearing from you if you have skills that support our future vision. Lancashire Cricket is an equal opportunities organisation, and we are committed to providing new opportunities and striving for greater diversity.*

*It is a priority for Lancashire Cricket to ensure our Club appropriately reflects the wider communities across the North West and we would welcome applications from individuals with the appropriate skills and experience that can also enhance our current diversity mix at the Club.*