



## JOB DESCRIPTION: Ticket Office Manager

<b>Department</b>	Commercial
<b>Report to</b>	Head of Commercial
<b>Location</b>	Swansea.com Stadium
<b>Salary &amp; Benefits</b>	<ul style="list-style-type: none"> <li>• Competitive Salary</li> <li>• Medical Insurance &amp; Health Cash Plan</li> <li>• 25 Days Holiday plus bank holidays</li> <li>• Enhanced Company Sick Pay</li> <li>• Cycle to Work Scheme</li> </ul>
<b>Contract / Working Pattern</b>	Permanent Contract / 40 hours per week (including match days)
<b>The Role</b>	<p>Swansea City AFC are recruiting for a Ticket Office Manager to lead and manage the ticket office department at the Swansea.com Stadium.</p> <p>We are looking for an efficient, professional and data focused individual with excellent IT skills to manage the day to day running of the ticket office department and its back-office systems.</p> <p>This role will require an individual with in-depth experience of managing systems and databases while also being confident in financial reconciliation.</p> <p>Previous management experience of a systems-based operation is essential for this post.</p>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Delivering all aspects of the ticketing system to Swansea City AFC, Ospreys Rugby and their supporters.</li> <li>• Developing the ticketing system to continually provide the best ticketing solutions to the supporters of both clubs.</li> <li>• Overall management of the sale and reconciliation of season tickets for the two clubs based at the stadium.</li> <li>• Overall management, sale and reconciliation of any concert or third-party events held within the ticketing system, liaison with these third parties is vital.</li> <li>• Management of staff rotas and scheduling of workloads of the ticket office clerks.</li> <li>• Issuing of floats to the above staff and the regular checking and reconciliation of same.</li> <li>• Checking and reconciliation of all takings relating to the operation of the ticket office and the reconciliation of same with the Chief Financial Officer.</li> <li>• To work closely with both clubs to ensure the proper timetabling of fixtures and to act as a link between the clubs and the general public in all ticket related matters.</li> <li>• To liaise with visiting clubs and other organisations with respect to their ticketing requirements and to ensure proper and effective management of this process.</li> <li>• Fulfilling a public relations role as appropriate.</li> <li>• Attending to correspondence relating to Ticket Office matters including reacting to any complaints.</li> <li>• Liaising with Ticketmaster (or equivalent) headquarters in relation to system developments, problems, staff training etc.</li> </ul>



	<ul style="list-style-type: none"> <li>Ensuring that an adequate level of ticket stock is maintained at the stadium and ensuring that all re-ordering is completed in a timely and cost-effective manner.</li> </ul>
<b>Person Specification</b>	<ul style="list-style-type: none"> <li>Proficient IT Skills and extensive knowledge of the processes used for financial reconciliation</li> <li>Able to adapt quickly and learn new systems and software packages</li> <li>A confident communicator who can take control of a situation and provide leadership to a team</li> <li>Able to manage a team and make decisions under pressure</li> <li>Have a high level of flexibility</li> <li>Ticketmaster Sport XR experience is desirable for this role</li> </ul>
<b>General</b>	<p>Swansea City AFC employees are expected to:</p> <ul style="list-style-type: none"> <li>Follow all Club Policies, such as Equality &amp; Diversity, Health &amp; Safety, Safeguarding, Anti-Corruption &amp; Bribery and GDPR.</li> <li>Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole.</li> <li>To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.</li> <li>To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health &amp; Safety</li> <li>Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance, as necessary.</li> </ul>

The closing date for this vacancy will be **31<sup>st</sup> December 2021**.

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#)

### Equal Opportunities

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role. We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company.

As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

**Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.**



**Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.**