



JOB DESCRIPTION : Ticket Office Clerk (multiple roles available)

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| Department | Commercial |
| Location | Swansea.com Stadium, Swansea SA1 |
| Remuneration | £9.50 per hour |
| Report to | Ticket Office Manager |
| Contract | Casual / ad-hoc flexible hours |
| The Role | <p>The Swansea.com Stadium are recruiting for Ticket Office Clerks to provide additional support to the Ticket Office during its busy periods.</p> <p>Ticket Office Clerks are the first point of contact for many of the Stadiums customers and therefore it is essential that they carry a friendly disposition, as well as a smart and professional appearance to maintain the Stadiums high standards.</p> <p>The main purpose of this role is to facilitate any ticketing requirements while providing the highest level of customer service.</p> <p>Ticket Office Clerks are also required to take various methods of payments, provide clerical support to the ticketing department, and communicate with customers face to face and over the telephone.</p> <p>If you are looking for ad-hoc working hours, enjoy interacting with the public and have excellent customer service skills this could be the ideal role for you.</p> <p>Candidates must have cash handling experience, excellent numeracy skills and able to work in a fast-paced environment.</p> <p>Bilingual candidates are desirable but not essential.</p> |
| Club Policy's | <ul style="list-style-type: none"> • Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR. • 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. • 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. • 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 & Safety • Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary. |



The closing date for this vacancy will be **30th July 2022**.

How to Apply

Click '[HERE](#)' to access the Application Form and select **Ticket Office** from the drop-down list.

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.