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| **Job Title:** | Membership and Ticketing Administrator |
| **Reports to:** | Membership and Ticketing Executive |
| **Contract:** | Permanent |
| **Hours:** | Usually 10 am – 3pm, 5 days per week to include weekends and bank holidays, with some evening work to cover match days |
| **Location:** | Taunton |
| **Main Purpose of Job:** To be a key point of contact for in-bound and out-bound membership and ticketing enquiries, by phone, email and face to face. |
| **Main Responsibilities:*** To be the first point of contact for all inbound customer enquiries, answering calls in a prompt, friendly and professional manner to provide excellent standards of customer service both internally and externally.
* To process membership and ticket sales over the phone and face to face
* To ensure all ticket and hospitality packs are sent out in a timely fashion and in advance of any fixture
* To proactively keep abreast of developments at the Club and venue to ensure you are able to answer any queries
* To monitor, answer and/ or forward onto a colleague, all inbound email enquiries to our centralised mailboxes in a timely and professional manner to ensure excellent standards of customer service are provided both internally and externally.
* Working closely with the Membership and Ticketing Executive, support with the administration of in-bound membership and ticketing enquiries, sales, and additional processing requirements
* Providing support on match days and events including managing gate entry points and enquiries.
* Assist with maintaining a clean and tidy environment to ensure the office remains a welcoming environment to staff and visitors.
* Take on other responsibilities or tasks within your skills and abilities whenever reasonably asked.
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| **Knowledge, skills, and experience required:****Essential*** Strong customer care experience
* Recent experience in a busy administrative/customer service role
* Excellent IT skills with the ability to learn new systems quickly and proficient in Microsoft Office packages
* Strong literacy and numeracy skills.
* Excellent communication skills, in written and spoken English.

**Key personal attributes*** Positive, professional, and proactive attitude
* Well organised, with the ability to prioritise, multi-task and effectively meet deadlines.
* Adaptable.
* Ability to solve problems in a calm and methodical manner.
* Ability to build and maintain excellent rapport with customers (internal and external) both over the telephone and face to face.
* Excellent attention to detail
* Works on own initiative as well as a strong team player.
* Flexible to provide support in a changeable environment.
* Prioritises exceptional customer care.
* Helpful, can-do attitude.
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| **Key Contacts:****Internal:** CEO, Operations Team, Commercial Team **External:** Members & Ticket Holders |
| **Equal Opportunities and Inclusivity Statement**Somerset County Cricket Club endorses the principles of equality and equity and strives to ensure everyone involved with the Club has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, to give of their best and be assured of an environment in which their rights, dignity and individual worth are respected. Everyone is responsible for creating an inclusive working environment and we expect all colleagues, partners customers and suppliers to abide by our equality, diversity and inclusion policies and procedures. The Club ensures all existing and potential employees receive equal consideration during the recruitment process and beyond, and is committed to the elimination of unlawful or unfair discrimination of any kind and in particular on the grounds of sex, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, religion or belief, pregnancy and maternity, and age. |
| **Safeguarding Statement**Somerset County Cricket Club is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and volunteers to share this commitment. It is everyone’s responsibility to keep vulnerable people safe.As part of our safer recruitment process all relevant roles are subject to an enhanced or standard DBS check as appropriate, and two satisfactory references. We also require every staff member to undergo safeguarding training appropriate to their role.We encourage an open, welcoming environment where everyone should feel safe to express any concerns. We have a range of policies and procedures in place which promote safeguarding and safer working practice across all that we do. |
| **Prepared by:**Name: Jaie GoddardDate: Feb 2023 |