



Preston North End Football Club
Preston North End Stadium
Sir Tom Finney Way
Deepdale,
Preston
PR1 6RU

Job Specification

| JOB INFORMATION | |
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| AVAILABLE POSITION | Full Time Ticket Office Sales Assistant |
| WHO WE ARE <p>Preston North End Football Club is a professional football club in Preston, Lancashire, whose first team currently play in the English Football League Championship. Preston North End stadium is situated in the heart of Preston, Deepdale. The Club operates over five sites to incorporate the first team, the academy team, the Preston North End Community and Education Trust (PNECET), the administration team and the stadium. The majority of the sites are in Preston and one in Euxton, Chorley. Preston North End FC was officially formed in 1880 and was a founder member of the Football League in 1888. Our aspirations are to achieve promotion and play in the Premier League and we want you to help us get there.</p> <p>Football is a unique industry. Working in football is a dream for many people, if it is your dream then you will experience football life behind the scenes. You will be based at the football stadium, in the ticket office on Sir Tom Way, Deepdale, Preston, PR1 6RU.</p> | |
| JOB SUMMARY <p>Preston North End FC are looking to recruit a Ticket Office Sales Assistant to join the team. The focus is to deliver a high level of customer service to our customers and to interact with all aspects of the ticketing and customer service operation.</p> <p>The ideal candidate will be hardworking, passionate and able to work under pressure in a fast-paced environment.</p> | |
| DEPARTMENT & TEAM | Ticket Office |
| SALARY | Dependent on age and experience |
| CLOSING DATE | Monday 27 th June 2022 |
| HOW TO APPLY | Please complete the application form and return this along with a covering letter of |

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| | <p>support either via email to jobs@pne.com or by post to the following address;</p> <p>Please state the job reference number within your email subject header; PNE1134.</p> <p>FAO Business Operations & HR Manager Preston North End First Team Training Ground, Euxton Lane, Euxton, Chorley, PR7 6FA.</p> <p>The closing date for this position is 5pm on Monday 27th June 2022.</p> <p>Please also complete the equal opportunities monitoring form and return to the address above in a sealed envelope. This is to remain anonymous. The required forms can be downloaded on the club website.</p> <p>Interview Dates</p> <p>Interviews will take place on shortly after the closing date.</p> <p>The role is subject to two work references covering a period of five years previous working history or education.</p> |
| LOCATION | Preston North End Football Stadium, Sir Tom Finney Way, Deepdale, Preston, PR1 6RU. |
| WORKING HOURS | The hours of work will be from 9am to 5pm Monday to Friday and 9am to 6pm on a Friday prior to an away match. In addition you will be required to work all home match events which are weekends, week nights and bank holidays. The minimum working week is 37.5 hours. |
| <p>WHAT YOU CAN EXPECT IN RETURN</p> <ul style="list-style-type: none"> • Further training and development opportunities. • Access to staff discounts. • Two complimentary season tickets. • Onsite parking. <p>You will also benefit from working with an outstanding team of accomplished professionals across a range of diverse, exciting, and varied departments.</p> <p>Preston North End boasts many strong role models and has a culture of excellence, passion, unity, and respect.</p> <p>Find out more by visiting our website: www.pne.com</p> | |
| JOB REFERENCE | PNE1134 |

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| POSITION IN THE ORGANISATION | |
| <i>Specify who the job holder reports to</i> | Ticket Office Manager |

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| <i>Specify who reports to the job holder</i> | N/A |
| <i>Specify who the job holder interacts with in the course of carrying out the role</i> | Various other departments internally and external customers. |

RESPONSIBILITIES AND DUTIES

- To be an active and effective member of the ticket office team as a Ticket Office Sales Assistant.
- To deal with customers in a friendly, helpful manner, always representing the Club positively and enhancing the customer experience.
- To carry out ticket sales using the Club's ticketing system including incoming and outgoing calls, in person bookings and online bookings.
- Development and maintenance of the Club's database to ensure that records are accurate and cleansed on a regular basis.
- To capture customer information in accordance with the provisions of the Data Protection Act, with particular emphasis on acquiring email addresses for club marketing communication.
- To sell tickets and maximise sales opportunities.
- To participate in telephone sales campaigns as requested and to undertake any training required to assist effectiveness in this area.
- At the end of each shift, you will be required to account for your sales and reconcile these with ticketing reports.
- To be proactive on behalf of the Club in customer satisfaction, ensuring that their requirements are dealt with efficiently.
- To act as a point of reference for enquiries concerning the activities of the Club.
- To print, pack and arrange collection of tickets.
- To be fully informed and proactive in the marketing of Preston North End FC products, services and facilities and looking to create opportunities where possible.
- To carry out the duties as required by the ticket office management team.

CORE EXPERIENCE AND SKILLS REQUIRED

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| Essential Requirements | <ul style="list-style-type: none"> • Computer literate. • Experience and diplomacy in dealing with the general public. • Good oral and written communication skills. • Willingness to work flexible hours. • Team player. |
| Desirable Requirements: | <ul style="list-style-type: none"> • Previous experience working in a sporting environment. |

The above job description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of Preston North End.

Equality, Diversity and Inclusion Statement

Deepdale stadium, the home of Preston North End Football Club, is one of the most iconic buildings in the city of Preston, with the ability to house over 20,000 people. The influence a football club can have on its local community cannot be underestimated and with the potential footfall within our stadium and

associated premises, we have the opportunity to positively increase connections with our fan base and wider communities when equality, diversity and inclusion is held at the core of all of our operations.

Whether you're a player, official, employee, volunteer, spectator or visitor, Preston North End welcomes people from all backgrounds and are committed to preventing and eradicating all forms of discrimination, whether this be on the grounds of sex, sexual orientation, race, age, disability, religion or belief, pregnancy and maternity, gender reassignment and marriage or civil partnership status.

The Club's Equality Working Group and the Community and Education Trust are working towards making Preston North End as accessible as possible to all, removing barriers and providing opportunities to engage with diverse communities. The club has a zero tolerance policy on any form of hateful or discriminatory behaviour and encourages anybody who witnesses any such behaviour to report this to the club using any of the methods available. Please visit PNE.com for more information. (<https://www.pnefc.net/club/equality-diversity/>)

We all have a shared interest and passion in seeing the success of Preston North End. Football is for everyone and should be enjoyed by all who wishes to participate in it.

Safeguarding Statement

Preston North End FC & PNECET are committed to safeguarding the welfare of children, young people and adults at risk and expects all staff and volunteers to endorse this commitment.

Health & Safety

You are reminded that you have a statutory duty to observe all Health & Safety rules and take reasonable care to promote the Health & Safety at work of yourself and fellow employees.