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| <b>Organisation</b>     | Preston North End FC                        |
| <b>Position</b>         | Full Time Ticket Office Sales Assistant.    |
| <b>Salary</b>           | Dependent On Experience                     |
| <b>Location</b>         | Preston North End FC Ticket Office          |
| <b>Type of Contract</b> | Full-Time, Permanent                        |
| <b>Job Reference</b>    | PNE1034                                     |
| <b>Closing Date</b>     | Friday 12 <sup>th</sup> January 2018 at 5pm |

Preston North End Football Club are looking to recruit a Ticket Office Sales Assistant to join the team. To focus on ensuring a high level of service is delivered to our customers who interact with all aspects of the ticketing and customer service operation.

We are looking for applicants who are hardworking, passionate, able to work under pressure in a fast-paced environment and flexible to work Monday to Friday and around the fixture list.

**Contractual Status:**

Full-time permanent.

**How to apply:**

The closing date for this position is Friday 12th January 2018 at 5pm, and applications can be sent via email to [jobs@pne.com](mailto:jobs@pne.com) or via post. Please include the job reference PNE 1034.

Please complete the application form and send along with a covering letter via email to [jobs@pne.com](mailto:jobs@pne.com), clearly stating reference PNE 1034.

Please also complete the equal opportunities monitoring form and return to the address below in a sealed envelope. Full details and the required forms can be downloaded below.

FAO Business Development Manager  
Preston North End Football Club  
Sir Tom Finney Way  
Preston  
PR1 6RU

**Interview Dates:**

Interviews will take place shortly after the closing date.

The role is subject to two work references.

**JOB DESCRIPTION**

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| <b>1.</b> | <b>Job Title</b>                             | Full Time Ticket Office Sales Assistant.   |
|           | <b>Salary</b>                                | Dependent on experience.   |
|           | <b>Hours of Work</b>                         | Your hours of work will be 9am to 5pm Monday to Friday, of which half an hour will be allowed for a lunch break. On a Friday prior to a Saturday home match your hours will be 9am to 6pm, of which half an hour will be allowed for a lunch break. The minimum working week is 37.5 hours plus home matchday events. Should you work any additional hours over and above this, you will be paid a standard hourly rate of pay.  |
|           | <b>Location</b>                              | Preston North End FC Ticket Office.  |
|           | <b>Responsible To</b>                        | Ticket Office Supervisor and ultimately Head of Commercial and Ticketing.  |
|           | <b>Responsible For</b>                       | No line management responsibilities.   |
|           | <b>Contractual Status</b>                    | Full-Time Permanent.   |
| <b>2.</b> | <b>Overall purpose of the Job</b>            | <p>The club is looking to recruit an assistant to join our ticket office team. This individual will focus on ensuring a high level of service is delivered to our customers who interact with all aspects of the ticketing and customer service operation.</p> <p>It is a customer facing role to maximise ticket sales for the club and ensure a positive experience for our customers, to continuously increase and develop the supporter base for Preston North End FC.</p> |
| <b>3.</b> | <b>Principle Duties and Responsibilities</b> | <ul style="list-style-type: none"> <li>To be an active and effective member of the ticket office team as a Ticket Office Sales Assistant.</li> <li>To deal with customers in a friendly and helpful manner, always representing the club positively and enhancing the customer experience.</li> </ul>  |

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|                       | <ul style="list-style-type: none"> <li>• To carry out ticket sales duties using the club's ticketing system including incoming and outgoing calls, in person bookings and online booking support and ensuring constant attention to detail on all occasions.</li> <li>• Development and maintenance of the club's database to ensure that records are accurate and cleansed on a regular basis.</li> <li>• To capture customer information in accordance with the provisions of the Data Protection Act, with particular emphasis on acquiring email addresses wherever possible.</li> <li>• To sell tickets and maximise sales opportunities.</li> <li>• To participate in telephone sales campaigns as requested and to undertake any training required to assist effectiveness in this area.</li> <li>• At the end of each shift, to account for personal sales monies and reconcile these with ticketing reports.</li> <li>• To be proactive on behalf of the club in customer satisfaction, ensuring that their requirements are dealt with efficiently.</li> <li>• To act as a point of reference for enquiries concerning the activities of the club.</li> <li>• To print, pack and arrange collection of tickets.</li> <li>• To be fully informed and proactive in the marketing of Preston North End FC products, services and facilities and looking to create sales opportunities whenever possible.</li> <li>• To carry out any other duties as required by the Ticket Office Supervisor.</li> </ul> |
| <p><b>General</b></p> | <p>To, at all times, represent Preston North End Football Club in a professional manner regarding appearance, presentation, personal hygiene, attitude, conduct and professionalism.</p> <p>To be able to, with notice, work additional hours and flexible hours to cover holidays and sickness and where the needs of the ticket office require.</p> <p>Full uniform will be provided.</p>  |

| PERSON SPECIFICATION                                | DESCRIPTION   |
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| <b>1. EXPERIENCE , KNOWLEDGE AND QUALIFICATIONS</b> |   |
| <p><b>Essential</b></p>                             | <ul style="list-style-type: none"> <li>• Computer literate.</li> <li>• Experience and diplomacy in dealing with the public.</li> <li>• Excellent oral and written skills.</li> <li>• Willingness to work flexible hours.</li> </ul> |

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| <b>Desirable</b> | <ul style="list-style-type: none"><li>• Experience of working in a venue ticket office.</li><li>• Experience of working in a sporting environment.</li><li>• Basic knowledge of football.</li></ul> |
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**This document is a guide only and should not be regarded as exclusive or exhaustive.**

**It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. Employees may be required to undertake any other duties as may be reasonably required.**

**Preston North End Football Club is an equal opportunities employer.**