**Ticket and Retail Administrator**

**Job Title**: Ticket and Retail Administrator

**Reporting to**: Commercial Manager

**Contract**: Part time, 10.5 hours, 9am-12:30pm Monday, Wednesday and Friday along with the opportunity to work matchdays throughout the season.

**Start date**: ASAP

**PURPOSE OF THE JOB**

Northamptonshire County Cricket Club is looking for a Ticket and Retail Administrator to join the team. As a Ticket and Retail Administrator, you will be helping to support the Commercial Department, in the Club Shop providing customer service to our supporters both face to face, via email and on the phone. To be successful in this role you will need to be motivated and passionate about the service provided to our customers and a great representative for Northamptonshire County Cricket Club.

**SAFEGUARDING STATEMENT**

Northamptonshire County Cricket Club are committed to safeguarding and protecting the children and young people we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services.

**Main tasks and responsibilities:**

* Working Front of House, welcoming any visitors to The County Ground
* Helping and assisting with any queries on Membership and Ticketing and other areas too
* Support with the administration and distribution of 2024 season tickets, match tickets and lifetime memberships
* To help maintain and keep up to date all club enquiries, assisting with the main email account, communicating directly with supporters regarding their queries or passing on emails to the relevant person/s
* Retail Assistant within the club shop, to provide friendly, attentive and positive attitude to customers both within store and customer telephone calls
* First point of contact on club telephones, answering supporter questions and forwarding messages and callers to the right departments.
* Responsible for assisting with packaging and management of online retail orders, as well as in-store customers
* Work within the ‘Ticket Office’ on matchdays, administrating complimentary and collection tickets.
* To ensure levels of merchandising and product presentation of the Club Shop is to a high standard, throughout the year

**To apply for this role, please forward your cv with a covering letter (no more than one side of A4) outlining why you are suitable to HR@nccc.co.uk.**