

**TICKETING & MEMBERSHIP EXECUTIVE
SALARY COMMENSURATE WITH EXPERIENCE
FULL-TIME, INCLUDES WEEKEND WORKING
IMMEDIATE START**

Due to an internal promotion, we are delighted to announce that we have an exciting and rare opportunity for somebody to join us in our ticketing team as a Ticketing and Membership Executive, acting as the first point of contact for all ticketing and membership enquiries and sales.

You will be working at Emirates Old Trafford (the home of Lancashire Cricket) which has played host to some of cricket's most iconic moments since 1864 and is now an award-winning world-class venue that has undergone a transformational redevelopment over the last decade.

It is recognised as one of the UK's most prestigious venues for sport, business, leisure and entertainment with a capacity of up to 50,000 people for concerts; 26,000 for international cricket matches; meetings and events spaces for up to 2,000 delegates; a four-star hotel with 150 rooms; and an on-site Caffè Nero.

The venue has played host to some of the world's biggest sporting events, including six ICC Cricket World Cup fixtures in 2019, Ashes Test Matches and world class concerts including Ariana Grande's 'One Love Manchester' concert as well as others by Beyonce, Rihanna, Foo Fighters and more.

It's a unique place to build a career where no two days are ever the same!

The Role and Responsibilities

As a Ticketing & Membership Executive you will be responsible for selling tickets and memberships, maximising sales opportunities and ensuring the best possible customer journey and customer service for Lancashire Cricket Members and other customers.

Your role as Ticketing & Membership Executive will be diverse, exciting and challenging and will include the following:

- Carrying out ticket sales duties using the venue's ticketing system
- Conversing with the public at the Ticket Office in person, by email or on the phone, creating sales opportunities where possible and ensuring constant attention to detail on all occasions.
- Printing, packing and distributing ticket and membership orders
- Managing, promoting and delivering the benefits of memberships by engaging with Affiliated Clubs and junior players (and their parents) who sign up to All Stars Cricket and Dynamos Cricket courses.
- Participating in telephone sales campaigns
- Managing internal requests for and allocations of tickets
- Reporting and running ticketing system reports.
- Providing customer service and managing customer requirements proactively and in a welcoming, courteous, helpful and positive manner.
- Capturing customer information efficiently and accurately

Requirements

It is essential you can demonstrate that you have:

- Experience working in a busy fast-paced customer service environment
- Excellent verbal and written communication skills
- Strong numeracy skills, ideally with some experience of basic accountancy

- The ability to work under pressure whilst managing customer expectations
- A willingness to work evenings and weekends

Previous experience working in a venue or agency-based ticket/box office environment would be desirable but is not essential.

What you can expect

- A competitive salary commensurate with experience
- Basic contributory pension scheme with option to join enhanced pension scheme, including life assurance, after 3 months service
- Optional health cash plan scheme
- 2 x standard Lancashire Cricket season memberships
- Discounts at the club store, indoor cricket centre, hotel, Caffè Nero and with the club's partners
- Holiday allowance increasing with service
- Fitness classes, table tennis club and yoga
- Social events throughout the year
- Free parking

How to Apply

If you have the relevant skills and experience and wish to apply for this role please send your CV with current salary details to careers@lancashirecricket.co.uk. Closing date for applications is **Wednesday 17th November 2021**.

Lancashire Cricket's ambition is to work towards promoting a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity.