

## Ticketing and Administrator Assistant

**Job Description**

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| **Job Title** | Ticketing and Administration Assistant |
| **Department** | Head Office |
| **Reports To** | General Manager |
| **Direct Reports** | None |
| **Location** | Rodney Parade, Rodney Road, Newport |
| **Hours** | 25 |
| **Job Purpose** | Day to day ticketing and admin duties |
| **Remuneration** | Dependent on experience |

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| **Role Responsibilities & Key Duties** | |
| **1** | Processing ticketing and related sales/enquires face to face, via telephone, postal and online |
| **2** | Monitoring ticketing email inbox |
| **3** | Deliver a high quality day to day and matchday ticket office operation |
| **4** | Dealing with general enquiries from the public in an informative and courteous manner |
| **5** | Following correct cashing up procedures and reconciling |
| **6** | Liaising with other departments and clubs with regards to ticket allocations and sales |
| **7** | To carry out ad hoc admin duties that are required |



## Ticketing and Administrator Assistant

**Person Specification**

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| **Requirements** | | **Essential** | **Desirable** |
| **1** | Computer literate and general office skills |  |  |
| **2** | Ability to work calmly under pressure |  |  |
| **3** | Good communication and customer support skills. |  |  |
| **4** | Work independently and as part of a team. |  |  |
| **5** | Work to strict deadlines. |  |  |
| **6** | Flexibility and availability to work on a matchday. |  |  |
| **7** | Experience in a similar role |  |  |
| **8** | Ability to work calmly under pressure |  |  |

**Safeguarding Statement**

Newport County AFC is committed to safeguarding the welfare of children and young people and

expects all staff and volunteers to endorse this commitment.

Relevant information and / or documents will be distributed as part of the recruitment process.

## Equality & Diversity Statement

Newport County AFC is committed to providing services which embrace diversity and that promote

equality of opportunity.

**Terms and Conditions**

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.

**All employees may be required to undertake any other duties as may be reasonably requested.**

**Please send your CV, covering letter and signed form to poppy.reynish@newport-county.co.uk**

**Closing date for applications: 19th September 2021**

# I have read and agreed to the terms and conditions of the Job description above.

**Title of Job Description…………………………………………………………………………………………………**

**Print Name**

**…………………………………………………………………………………………………………………………………….**

**Signed**

**…………………………………………………………………………………………………………………………………….**

**Date**

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