**Internal & External Job Advertisement**

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| **Reception, Ticketing & Retail Assistant** |
| ***As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.***  ***Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.***  We have an exciting opportunity to join the Club on a part-time (24 hours a week) basis as Reception, Ticketing & Retail Assistant. Based at our stadium, St James Park this role will cover a wide range of administration duties which will need to be carried out to a high standard.  **Who are we?**  Exeter City Football Club is a special club with over 20 years of Supporters’ Trust ownership something we are very proud of. Our ownership model places our supporters and community engagement at the forefront of everything we do and we are proud to have a special place in the heart of the community. Trust ownership is reflected in our commitment to balancing on-field success with long-term sustainability and we have a remarkable track record of nurturing talent through our Academy, promoting players to the first team, and maximising their performance.  **Culture**  We recognise the advantages of having a diverse workforce with a broad range of skills, diversity of experiences and perspectives and we embrace the creativity and innovation this brings. We pride ourselves on having an inclusive culture and a workplace that brings opportunity, development and growth. We embrace a culture of accountability where we set clear expectations and goals, open lines of communication and strong leadership.  **Role & Responsibilities**  Reception duties will include **w**armly welcoming visitors, customers and contractors and being the first point of contact for all telephone calls and email enquires ensuring that they are directed to the appropriate individual(s). Maintaining a working knowledge of colleague’s calendars is essential in order to direct calls and visitors accordingly and maintain a tidy and professional reception area, creating a great impression to all visitors.  **​**Ticketing administration duties will include positively engaging with customers and identify customer needs, ensuring all data is entered correctly into the system and stored in line with company policy and GDPR regulations. Assisting customers in finding the appropriate seat(s)/ticket(s) providing advice, recommendations and information on the match, stadium layout facilities etc in order to allow them to make an informed decision. Processing cash and card payments including refunds and exchanges where appropriate and fulfilling telephone and online ticketing orders ensuring ticket collections are printed and available on the required day and postal orders are fulfilled within the required time period.  Retail duties will include **a**rranging and labelling merchandise ensuring items are displayed appropriately and rails/shelves are properly stocked. Serving customers in store, identifying customer needs and assisting customers in finding the products they are looking for providing advice and recommendations.  Fulfil online and telephone orders ensuring orders are processed efficiently with the relevant items picked, packed and sent out or stored appropriately for collection. Processing customer payments, refunds and exchanges where appropriate and printing of personalised shirts in accordance with sales. Support in stock room ensuring stock is stored appropriately and this area is clan and tidy and stock is easily accessible and the shop is clean, tidy and organised at all times.  **Candidates**  We are looking forproactive individuals that arecustomer focused, have a keen eye for attention to detail and bring resilience through their ability to adapt and come up with solutions. Time management skills are essential in order to multi-task and prioritise workload and candidates must have a friendly and professional etiquette.  Administration skills and experience/knowledge of using a wide range of software packages including Microsoft Word, Excel, and Outlook is essential and candidates must have basic numeracy skills.  Experience in a similar role is preferred but training will be provided.  Prior to commencing work a right to work document(s) must be presented and references and a DBS Check will need to be undertaken. |
| **If you wish to apply for this position please follow this link**:   [**https://ecfc.peoplehr.net/Pages/JobBoard/Opening.aspx?v=7ed4a6ce-4650-48ec-a848-24e7bee97b6a**](https://ecfc.peoplehr.net/Pages/JobBoard/Opening.aspx?v=7ed4a6ce-4650-48ec-a848-24e7bee97b6a)  **Only completed applications that are submitted via People HR will be accepted. Any applications after the closing date will not be accepted.**  **The closing date is: Sunday 16th February 2025.**  **Interview date: To be confirmed**  **All candidates will require a DBS Check and must be able to prove their eligibility to work within the UK.**  **ECFC is an equal opportunities employer and committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.** |

**Job Description**

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| **Reception, Ticketing & Retail Assistant** | |
| **Department** | Ticketing & Retail |
| **Location:** | St James Park & The Cliff Hill Training Ground, Exeter |
| **Contract Type:** | Full-time, permanent |
| **Reports to:** | Ticketing Manager & Retail Manager |
| **Core Team Relationships:** | Ticketing Manager & Retail Manager, Retail Assistant, Ticketing Administration Food & Beverage Manager, Kiosk Manager, Casual Staff, Volunteers, Chief Operating Officer, First Team Cook, Contractors. |
| ***As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values.*** | |
| ***Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.*** | |
| **Main Purpose:**   |  |  | | --- | --- | | **A diagram of a company's performance  Description automatically generated** | In line with our 5 goals, we endeavour to create a sustainable, high performance environment where we take care of each other, set clear objectives, ensure adequate resource and invest in developing our team.    You will report into our Ticketing Manager and Retail Manager and support us  across our retail, ticketing and reception functions using you administration and customer service skills. Using these skills you will help us drive standards ensuring operational excellence and compliance with all legislation, company policies and processes.  As part of this role you will support the Club in in focusing on growth and innovation through reviewing processes, constructively sharing feedback, trialling new initiatives, working on efficiencies and improving service to ensure better never stops.  In line with our commitment to sustainability and operational excellence you will complete all administration and customer service work the in line with the agreed standards and play a key role in supporting the Club achieve it’s goals and our future success. | | |

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| **Role Summary**  The key responsibilities of this role are:  ***Reception***   * Warmly welcome visitors, customers and contractors. * Be the first point of contact for all telephone calls ensuring they are answered promptly and directed accordingly. * Direct all voicemails accordingly. * Be responsive to all email enquires ensuring that they are directed to the appropriate individual(s) in a timely manner and where appropriate respond providing the relevant information. * Ensure all visitors and contractors are signed in, passes issued as required and relevant H&S and fire evacuation procedures are shared. * Maintain a working knowledge of colleague’s calendars in order to direct calls and visitors accordingly. * Maintain a tidy and professional reception area, creating an excellent impression to all visitors.   ***​***  ***Ticketing Administration***   * Positively engage with customers making ticketing enquiries and purchases. * Identify customer needs and assist in finding the appropriate seat(s)/ticket(s) providing advice, recommendations and information on the match, stadium layout facilities etc in order to allow them to make an informed decision. * Process cash and card payments including refunds and exchanges where appropriate. * Fulfil telephone and online ticketing orders ensuring tickets requiring collection are printed and available on the required day and postal orders sent in advance of forthcoming away matches. * Ensure data is entered correctly into the ticketing system and stored in line with company policy and GDPR regulation.   ***​***  ***Retail Assistant***   * Arrange and label merchandise ensuring items are displayed appropriately and rails/shelves are properly stocked. * Serve customers in store, identifying customer needs and assisting customers in finding the products they are looking for providing shopping advice and recommendations to customers. * Process customer payments and refunds and exchanges where appropriate. * Fulfil online and telephone orders ensuring orders are processed efficiently with the relevant items picked, packed and sent out or stored appropriately for collection. * Printing of personalised shirts in accordance with sales. * Support in stock room ensuring stock is stored appropriately and this area is clan and tidy and stock is easily accessible. * Clean and tidy shop as required ensuring the sales floor area is clean and organised at all times.   This job description 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 consultation in the light of the changing business needs. |
| **Qualifications/Experience/Knowledge required:** Please see person specification. |

**Person Specification**

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| **Qualifications** | **Essential**  **(E)** | **Desirable**  **(D)** |
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| **Skills/Competencies** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Excellent time management skills. | E |  |
| Excellent customer service skills. | E |  |
| Ability to work well with other team members and to follow directions from supervisors. | E |  |
| Clear and concise written and verbal communication. | E |  |
| Capable of building and maintaining professional working relationships. | E |  |
| Resilience and ability to adapt and come up with solutions. | E |  |
| Keen eye for attention to detail. | E |  |
| An innovative thinker. | E |  |
| Administration skills. |  |  |
| Basic numeracy skills. | E |  |
| Brings new ideas in a constructive and thoughtful way. | E |  |
| **Knowledge & Experience** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Experience/knowledge of using a wide range of software packages including Microsoft Word, Excel. | E |  |
| Experience in a similar role. |  | D |
| Experience in managing and developing professional relationships. | E |  |
| Knowledge of Exeter City Football Club. |  | D |
| Understanding and recognition of the principles of equality and diversity. | E |  |

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| **Personal Qualities** | **Essential**  **(E)** | **Desirable**  **(D)** |
| Professional, confident and enthusiastic. | E |  |
| A proactive, resilient & adaptable individual. | E |  |
| An innovative problem solver. | E |  |
| Show integrity and honesty. | E |  |
| Attention to detail and pride in appearance. |  |  |
| Flexibility surrounding working pattern in line with industry demands. | E |  |
| Commitment to the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities. | E |  |
| To demonstrate and promote good practice in line with the Company ethos and policy. | E |  |
| Applicants must be eligible to live and work in the UK. | E |  |

**Company Goals**

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**High Performance Football**

We continue to work hard to be the best team in Exeter City’s history and continue to invest in our first team playing budget. Striving to create the best possible environment for high performance football through our coaching, training facilities, pitches, nutrition, medical, recruitment and analysis. Our youth development & academy football remains at the heart of our model and we continue to build and refine what our Academy delivers and aim to achieve cat 2 status.

**Focus on Growth**

We build on the great work done by our media and comms team and opportunities to attract new audiences. We have ambitious plans to increase revenue as we focus on opportunities for growth in retail and merchandising and we continue to look after and value our local sponsors and partners whilst expanding our commercial horizons by putting more emphasis on what makes us as a club unique & special. We utilise our facilities more often to increase non match day revenues and improve ‘yield’ by providing better systems, facilities and raising capacity at SJP.

**One Team**

We build a trusting, collaborative environment where everyone feels valued and understands their contribution to the Clubs success through clear objectives and measures of performance. We continue to review our methods of communication listening as well as sharing more effectively. We are a Real Living Wage employer, have a transparent bonus programme for employees that’s linked to performance and development opportunities for all. We are committed to continuing to review resources where appropriate and affordable ensuring investment in new talent to drive growth and invest in an apprenticeship and internship programme.

**Financial Sustainability**

We set & maintain high standards in everything we do and ensure financial sustainability in line with a growth mindset. We work to be more prepared in investment in our future and have more robust financial planning and financial controls across the Club. We reduce reliance on transfer fees and increase our ability to invest in major capex projects not being afraid to invest where necessary to protect the Club & limit unnecessary risks.

**Outstanding Supporter & Community Engagement**

We continue to invest in the facilities at SJP and do all we can to make ECFC the most inclusive club in the EFL in partnership with ECCT. We continue to invest in women’s football and help to grow the game and its profile amongst our supporters. In partnership with the Trust, we strive to be the preeminent supporter owned club in the country and endeavour to achieve EFL ‘green club’ status.

**Employee Benefits**

As a Club it is important to us to provide a competitive employee benefits package as we understand this plays an important role in supporting our team.

Benefit packages vary from one organisation to the next, however our central theme is to help improve the wellbeing of staff and demonstrate that we are willing to offer above and beyond the minimum requirements to foster a positive working relationship.

We hope our benefits package can play a significant role when it comes to recruitment and retention and we have set out the Company’s employee benefits to provide transparency and equality to all employees.

We will continue to review our remuneration package to ensure it is considered attractive and competitive.

We offer:

* Hybrid working, with flexible working pattern (dependant on role)
* Annual pay review process in line with objectives and performance
* Annual discretionary company bonus
* Company sick pay 5 days full pay based on a rolling year
* Income protection plan
* Birthday day off
* Enhanced annual leave
* Cycle Scheme
* Employee Assistance Programme
* Medicash
* Employee discounts (internally and external businesses)
* Free on-site parking