



Job & Person Description

Job Title	Match Day Ticket Office Staff
Department	Ticketing
Reports to	Ticket Office Manager
Responsible for	Ticket Sales
Purpose of role	
To work within a small team every matchday providing excellent customer service to our supporters face to face and on the telephone. The role requires operators from 12:30pm to 3.30pm for a weekend game, and 5:15pm to 8:15pm for midweek matches.	

Main Duties

Duties

- To serve supporters in person and on the phone, selling tickets, season tickets ensuring a fast and effective customer experience
- Work in the ticket collection points
- Handle all customer enquiries professionally and promptly
- Advise supporters of matches on sale, and any other products as required
- Ensure up to date records are recorded and inputted at source
- Identify and execute all sales and upselling opportunities
- Work effectively and positively with other members of staff

Other responsibilities

- Be aware of the PUFC policies, procedures & best practise so that concerns of non-compliance can be raised at all times e.g. Safeguarding, Inclusion, Diversity
- Work within the company processes (People, Finance, Training, Estates and Marketing Team). Seek advice & guidance if required ensuring employees and processes work seamlessly together
- Attend meetings, training and professional updating as and when required
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Self-assess and work on own personal and professional development
- To uphold the values of Peterborough United Football Club (PUFC) and not tolerate offensive, discriminatory or intimidating language or behaviour.
- To act as an ambassador/role model for PUFC and consider conduct takes into account the club's commitment to equality and safeguarding.
- To ensure PUFC provides a level playing field for all its fans, players and guests.
- Promote an inclusive environment within the club for colleagues, supporters and visitors, championing a zero-tolerance approach to bullying, harassment and victimisation within PUFC
- Demonstrate a commitment to PUFC's safeguarding policy.
- Promote EFL and FA regulations and ensure compliance with these.
- Ensure PUFC upholds current legislation, in particular, in relation to equality, health and safety and safeguarding.
- Be responsible for reporting any concerns to a senior colleague in relation to equality, health and

safety and safeguarding immediately

In addition to these responsibilities carry out such duties as may reasonably be required. The above duties are a guide to the nature of the work required & are not intended to reflect all tasks associated within the role.

Person Specification

These are the attributes you need to be to be considered for this role. All criteria are essential unless stated as desirable only. To be considered for working at PUFC we expect you to share and demonstrate Our Values. These are a key part to you getting the most out of work at Peterborough United Football Club.

Experience & Qualifications

- Significant experience of using computers and IT, training will be given for an in-house system
- Experience of working in a customer facing role
- Excellent communication skills, both customer facing and via the telephone.
- Excellent organisational skills and the ability to deliver work with a high level of accuracy and attention to detail.
- The ability to work under pressure
- Capability to work as part of a team and individual
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Skills and personal attributes

- Well-presented and professional
- Ability to Understanding KPI's and stats to drive KPI improvements
- Ability to travel to various sites
- Ability to build excellent working relationships with our Managers colleagues and staff
- Plan and prioritise workload and own administration so that deadlines and standards are met
- High level of integrity and discretion
- Strong work ethic with a can-do attitude with drive and self-motivation
- Good IT skills with the ability to use MS Office, Teams etc
- Accuracy and attention to detail including good written and verbal skills.
- Understands and embraces speed of response.
- Ability to own issues to resolution