**JOB VACANCY | Ticketing & Adminstration Assistant**

Greenock Morton FC are currently looking to recruit a Ticketing & Administration Assistant to join our growing team at Cappielow Park.

The role will be focused on co-ordinating the ticketing for all home & away matches in addition to providing administrative support to all departments and the General Manager.

Further details regarding the role including a job description can be found by CLICKING HERE.

Interested applicants should write to or email to the Club outlining their suitability for the role in the form of a Cover Letter and submit a copy of their CV. Applications should be submitted prior to 5.00pm on Friday 5th January 2024.

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| **Application Instructions** | All applicants should submit a Covering Letter and Curriculum Vitae (CV) in support of their application for the role.  **Email applications should be sent to:**  General Manager, Dale Pryde-MacDonald by emailing:  [dale.pm@gmfc.net](mailto:dale.pm@gmfc.net)  **Postal applications should be sent to:**  Dale Pryde-MacDonald  General Manager  Greenock Morton Football Club  Cappielow Park supported by Dalrada Technology  Sinclair Street  Greenock  PA15 2TU |
| **Application Deadline** | 5.00pm on Friday 5th January 2024 |
| **Interview Dates** | Interviews will take place on the week of 8th January 2024 |
| **Role Start Date** | TBC (dependant on situation of successful candidate) |
| **Employment Statement** | Greenock Morton FC is committed to be an equal opportunities provider and welcomes applicants from all members of the community. Should you require assistance with your application please contact the Club in advance of your submission. |

**Job Description:** Ticketing & Adminstration Assistant

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| **Job Title** | Ticketing & Adminstration Assistant |
| **Department** | Club – Reports to General Manager |
| **Key Contact Internal** | Board, General Manager, Head of Departments, Community Trust |
| **Location/Requirements** | Based at Cappielow Park supported by Dalrada Technology with a remit to travel to meet clients and deliver on commercial targets. |
| **Hours/Remuneration** | 40 hours per week. Due to the nature of the post, evening and weekend work will be required based around the clubs’ fixtures.  Remuneration commensurate with skills and experience.  Salary – dependant on experience |
| **Job Purpose** | To oversee the co-ordination of ticketing for all home & away matches in addition to any further events/matches that take place at Cappielow Park.  In addition, provide administrative support to all departments as well as the General Manager. |
| **Duties and Responsibilities** | To ensure that all seat/standing inventory is configured and set up correctly, validated and working to full capacity to enable the sale of all ticketing products.  To ensure the ticketing needs are met and constantly reviewed to improve the online supporter journey, the back-office processes and identifying new opportunities for development.  Support the media department with promotion of ticketing.  Liaise with stakeholders in relation to ticket allocations, ensuring the timely delivery of tickets.  Liaise, where necessary, with opposing football clubs/venues on allocations to include inventory management, distribution and reconciliation of tickets.  Support the creation of the stadium seating/standing plan and overlays for all stadia home & away.  Support with the reconciliation of complimentary tickets on a match-by-match basis.  Provide day-to-day administration support to all departments and the General Manager.  Answering telephone calls, emails and being the first contact for people at the football club.  File and Archive records electronically, reducing the paper holding on the premises.  General duties as requested by General Manager or Head of Departments. |

**Person Specification:** Ticketing & Administration Assistant

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| **Qualifications** | **Essential** | **Desirable** |
| Valid full (UK) drivers license |  | a |
| Emergency First Aid Certificate |  | a |
| Disclosure Scotland Check |  | a |
| **Skills & Knowledge** |  |  |
| IT Skills to include the ability to use Microsoft Team (Word, Excel, Powerpoint, Outlook, Teams) | a |  |
| Previous administration experience and ability to perform administrative duties. | a |  |
| Good interpersonal skills and comfortable speaking with people | a |  |
| Can be flexible and adaptable with time and diary management | a |  |
| Experience of working with systems and CRM Programmes |  | a |
| Knowledge of ticketing processes and procedures in sport |  | a |
| Strong organisational skills | a |  |
| Excellent communication & presentation skills | a |  |
| Strong timekeeping and time management skills | a |  |
| **Attitude/Behaviours** |  |  |
| Take responsibility for ensuring a high quality of work | a |  |
| A genuine team player who will support and motivate other members of the team | a |  |
| An adaptive individual who can cope well in high-pressure situations | a |  |
| A proven ability to multi-task and manage multiple projects | a |  |

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| **Personal Qualities** |  |  |
| Hardworking & enthusiastic | a |  |
| Meticulous attention to detail | a |  |
| Understands the importance of confidentiality and integrity at all times | a |  |
| Loyal and committed | a |  |
| Seeks to learn and develop daily | a |  |