



Job Title: Ticket Office Assistant

Hours of work: 35

Salary: £18,000 + benefits

Location: Millwall Football Club, The Den, Zampa Road, London SE16 3LN

Responsible to: Head of Ticketing

Role Summary:

The Ticket Office Assistant is responsible for maximising revenue from the sale of tickets, season tickets, memberships and stadium tours and ensuring the highest standards of customer care are maintained. This position is expected to work cohesively with all departments.

Key Responsibilities:

The role includes, but is not limited to:

- Process ticketing and related sales/enquires face to face, via telephone, postal and internet
 - Dealing with general enquiries from the public in an informative and courteous manner
 - The operation of the ticketing system including inputting and updating the database
 - Following correct cashing up procedures and reconciling
 - Assist with in house Call Centre
 - Liaising with other departments regarding ticket allocations and sales
 - To carry out any other tasks which may be reasonably required by Head of Ticketing
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Desired Requirements:

- Computer literate and general office skills
 - Ability to develop a growing knowledge of the ticketing system (training will be available)
 - Good customer service skills
 - Money handling experience
 - Excellent telephone manner
 - Accuracy and attention to detail
 - Ability to communicate effectively and professionally with customers and colleagues
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Personal Skills:

- Trustworthy, conscientious and reliable
- A calm, patient and professional manner
- Good organisational skills, accuracy with a high level of attention to detail
- A pro-active nature
- Ability to use self-initiative as well as work within a team
- Excellent time management skills
- Confident in dealing with the general public face to face





Hours of work:

You will be required to work between 9.30am and 5.30pm Monday to Friday, and you will be expected to work as reasonably required to fulfil the needs of the business. The post holder will be required to work on home match days, both evenings and weekends.

To apply, please send your CV and covering letter to recruit@millwallplc.com

Due to the quantity of applicants expected, only those short-listed will be notified.

Closing date for applications: Wednesday 4th August 2021.

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.

Millwall Football Club are fully committed to equality, diversity, inclusion and anti-discrimination. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.

