



Brighton & Hove Albion Football Club

Role Description

Role Title	Matchday Supporter Services Assistant
Reports to	Supporter Services Manager
Key Contacts	INTERNAL – Head of Ticketing and Supporter Services, Supporter Services Manager, Supporter Services Supervisor, Supporter Service Executives, Brighton & Hove Albion FC Employees and Albion in the Community Employees. EXTERNAL – Customers and Suppliers.
Location	Based at the American Express Community Stadium in Brighton and may be required to attend various locations across Sussex.
Hours	The football season runs from August until May. We will normally have 19 home games each season and some additional cup games and friendlies. Applicants must be available to work on all home match days . Due to the nature of the role, it is unlikely that you will be able to watch the match – please be aware of this if you are currently a season ticket holder. This role will not suit those who are not resident in Brighton all year. Additional hours during the week and busy periods will also be available.
Contract	Worker agreement
Remuneration	£9.27 per hour (£8.27 an hour plus 12.07% holiday pay) <ul style="list-style-type: none"> • Holiday pay is accrued throughout the season and paid in May. • Auto-enrolment into the Club’s pension scheme (depending on eligibility) • Club discounts and offers • Access to multi-faith room
Role Purpose	To sell Club commercial products on the telephone, online and in person in the ticket office. This role will also be responsible for being the first lines of support for our customers.

If you are offered an assignment of work as a Matchday Supporter Services Assistant, your role for the assignment will encompass the following duties.

Duties and Responsibilities	
1	To process bookings by telephone, in person and online for all club commercial products including tickets, tours, parking, travel, membership, vouchers, mascots etc.
2	To deal with general enquiries from customers relating to match day and ticketing.
3	To process ticket collections.
4	To be proactive in selling all club commercial products through cross selling, upselling and out calling.
5	To ensure customer information is correctly captured on the ticketing system.
6	To assist with general supporter queries regarding: Direct debits, group bookings, all ticketing, membership, tours, E-cash, disabled liaison, travel,

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	parties, mascots.
7	To handle complaints and queries from customers and the general public by email, telephone, and in person, with a solutions driven approach.
8	To carry out general administration.
9	To assist with research and marketing activities including contacting supporters with offers or to conduct surveys.
10	Any other duties as needed within reason.

General duties and accountabilities	
<ul style="list-style-type: none"> To support Brighton & Hove Albion FC and AITC in their aims and objectives at all times. To ensure compliance with all relevant club policies, including health and safety policies. To ensure compliance with all relevant legal, regulatory, ethical and social requirements. To keep confidential any information gained regarding the charity, club and its personnel. To represent Brighton & Hove Albion Football Club and AITC in a professional manner. To maintain a flexible approach to work at all times. To undertake other duties and responsibilities as required from time to time. 	

General Expectations	
<ul style="list-style-type: none"> To uphold and live our Team Brighton Values; Treat people well, Exceed Expectations, Aim high (never give up) and Make it special. To be a champion of equality and diversity in the workplace and treat all staff, customers, sponsors, clients and applicants with fairness, dignity and respect To report incidents of any form of discrimination through the correct channels. To promote best practice in safeguarding and create an environment that is safe for children young people and vulnerable adults. To report safeguarding concerns through the correct channels To ensure that any safeguarding training and certificates are kept up to date. 	

This role description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in light of the changing needs of Brighton & Hove Albion FC.

Person Specification

Qualifications		Essential	Desirable
1	No formal qualifications required		
Knowledge & Experience			
2	Experience of using a computer ticket booking system		✓
3	Experience of working in a customer service environment	✓	
4	Cash handling experience	✓	
5	Experience of working in a sales environment	✓	
Skills			

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6	Excellent communication skills to include an excellent telephone manner and empathy skills	✓	
7	Accurate data entry skills	✓	
8	Competent level of numeracy and literacy	✓	
9	Microsoft office skills – Word, Excel and Outlook	✓	
Personal Qualities			
10	Confident, positive, friendly, helpful and cheerful persona	✓	
11	Meticulous attention to detail	✓	
12	Reliable and committed to working every match day	✓	
13	Ability to work calmly under pressure	✓	
14	Ability to work unsupervised	✓	
15	A genuine team player	✓	
16	An interest in football		✓

Last Updated: December 2018

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