



<b>Job Title:</b>	<b>Ticketing Manager</b>
<b>Department:</b>	Ticketing
<b>Reporting To:</b>	Head of Ticketing
<b>Hours:</b>	35 hours per week / Mon – Fri
<b>Location:</b>	St Andrews
<b>Contract:</b>	Permanent
<b>Job Purpose</b>	
The R&A, the governing body for golf and organiser of The Open, one of the world’s greatest sporting events, is seeking a Ticketing Manager to support the work of its Ticketing Department. An enthusiastic, professional and efficient ticketing administrator is required for this challenging role.	
<b>Job Description</b>	
<b>ROLE AND RESPONSIBILITIES</b>	
<ul style="list-style-type: none"><li>• To manage the public ticketing and customer service operation at The R&amp;A</li><li>• To manage the on-site Ticket Sales &amp; Collection Facility at The Open</li><li>• To help oversee and implement the Access Control solution at The Open Championship</li><li>• Provide regular reports for the Head of Ticketing and other key stakeholders around the business</li><li>• Provide administrative, operational &amp; reporting support to The Head of Ticketing and other office duties as required</li><li>• Help to manage the R&amp;A’s ticketing system, including setting up products and managing future requests / developments</li><li>• Assist with sales enquiries and process ticket orders</li><li>• Provide polite, professional and effective customer service in person and via email and telephone.</li><li>• Help fulfil and dispatch ticket orders</li></ul>	
<b>QUALIFICATIONS AND EXPERIENCE</b>	
<ul style="list-style-type: none"><li>• Previous experience of managing a ticketing team within a sporting environment is desirable</li><li>• Previous experience of working in a fast-paced ticketing environment is essential</li><li>• Previous experience of working with access control technologies or partners is desirable</li><li>• Experience in a similar role in a fast-paced administrative environment is essential</li><li>• Experienced user of Microsoft Office is essential, particularly Microsoft Excel</li></ul>	
<b>PREFERRED SKILLS</b>	
In addition, the successful candidate will require:	
<ul style="list-style-type: none"><li>• Strong communication skills – written and spoken.</li><li>• Be highly proficient with technology and ticketing systems</li><li>• Attention to detail/accuracy.</li><li>• Be an enthusiastic and reliable team player.</li><li>• Respect for high levels of confidentiality.</li><li>• Ability to show initiative and proactivity.</li><li>• Be flexible &amp; reliable.</li><li>• Willingness to work additional hours/weekends as required</li><li>• Must be able to be on-site for 2 weeks at The Open each year</li></ul>	



***To apply for this vacancy, please send your c.v. and covering letter, stating salary expectation to Caroline Lee – [recruitment@randa.org](mailto:recruitment@randa.org) by the closing date of Friday 22 September 2017.***

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.