

Job Title:	Ticketing & Accreditation Assistant
Department:	Ticketing
Reporting To:	Ticketing Manager
Hours:	35 hours per week / Mon – Fri (9am – 5pm)
Location:	St Andrews
Contract:	18-Month Temporary Contract
Job Purpose	
<p>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 & Accreditation Assistant to support the work of its Ticketing Department. An enthusiastic, friendly, professional and efficient person is required for this role.</p>	
Job Description	
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Provide ticketing and accreditation support in the build-up to and during the following four events: <ol style="list-style-type: none"> 1. The 148th Open at Royal Portrush (14 – 21 July 2019) 2. The Walker Cup in 2019 at Royal Liverpool (7 – 8 September 2019) 3. The Curtis Cup in 2020 at Conwy Golf Club (12 – 14 June 2020) 4. The 149th Open at Royal St Georges (12 – 19 July 2020) • The role will focus on different areas based on the time of year: <ol style="list-style-type: none"> 1. February – July 2019: <ul style="list-style-type: none"> ▪ Provide support in the areas of Guest Ticketing and Accreditation for The 148th Open and The Walker Cup ▪ Help process accreditation and staff tickets for groups such as Contractors, Host Club staff, Guests, and many other groups working at The Open ▪ Providing on-site support within the Ticket & Accreditation Office in Portrush from Sat 6th – Mon 22nd July 2019 2. August 2019 – December 2019: <ul style="list-style-type: none"> ▪ Provide Accreditation & Guest Ticketing support for The Walker Cup in September 2019 ▪ Provide Customer service and Ticket operations support for The 149th Open & The Walker Cup 3. January 2020 – July 2020: <ul style="list-style-type: none"> ▪ Provide support in the areas of Guest Ticketing and Accreditation for The 149th Open and The Curtis Cup ▪ Help process accreditation and staff tickets for groups such as Contractors, Host Club staff, Guests, and many other groups working at these events ▪ Providing on-site support within the Ticket & Accreditation Office at St Georges' from Sun 5th – Mon 19th July 2020 • The role will also provide any other general support to The R&A's Ticketing and Accreditation Operation as required 	

QUALIFICATIONS AND EXPERIENCE

- Previous experience in a customer-service or ticket operations based role is desirable, but not essential
- Experience of working with systems is desirable (preferably ticketing, booking or event systems)
- Experienced user of Microsoft Office is essential, particularly Microsoft Excel
- A knowledge of golf is desirable

PERSONAL QUALITIES

In addition, the successful candidate will require:

- Strong communication skills – written and spoken.
- Be an enthusiastic and reliable team player
- Very high levels of attention to detail/accuracy
- Respect for high levels of confidentiality
- Ability to show initiative and proactivity
- Be flexible & reliable
- Willingness to work additional hours/weekends in the build up to / during the named events as required

To apply for this vacancy, please send your c.v. and covering letter, stating your salary expectations to Laura Kane on recruitment@randa.org by the closing date of Thursday 3rd January 2019.