

Job Title:	Ticketing Customer Service Assistant
Department:	Ticketing
Reporting To:	Ticketing Manager
Hours:	35 hours per week / Mon – Fri (9am – 5pm)
Location:	St Andrews – a period of homeworking due to current government guidance is to be expected
Contract:	Fixed Term – 1 st February 2021 to 30 th September 2021 (8 months)

Job Purpose

The R&A runs professional championships including The Open, The Senior Open and the AIG Women's Open, elite amateur events, international matches and rankings. The R&A, through R&A Rules Ltd, governs the sport worldwide, outside of the United States and Mexico, on behalf of over 36 million golfers in 143 countries and with the consent of 157 organisations from amateur and professional golf. The R&A is at the forefront in modernising the sport and making it more relevant to today's society.

The R&A is seeking a Ticketing Assistant, on a fixed term basis, to support the work of its Ticketing Department, specifically providing excellent customer service and ticket operations support.

The successful candidate should have previous experience working in a customer-service based role and be enthusiastic, friendly, professional and efficient.

Job Description

ROLE AND RESPONSIBILITIES

- Provide customer service and ticket operations support for R&A organised events including The 149th Open at Royal St. George's and The AIG Women's Open at Carnoustie
- Provide a world class customer service to the general public by email and phone
- Process ticket orders from both R&A Members and the general public using The R&A's ticketing system
- Help to launch ticket sales for The 150th Open at St Andrews
- Print, pack and dispatch ticket orders
- Process approved refunds / exchanges
- Assist with invoice creation, distribution and payments
- Provide administrative support for the charity ticket request procedure
- Assist in establishing 'event time' processes, procedures and documentation.
- Provide other general support to The R&A's Ticketing Operation as required

QUALIFICATIONS AND EXPERIENCE

ESSENTIAL:

- Previous experience in a customer-service based role
- Experienced user of Microsoft Office, particularly Microsoft Excel

DESIRABLE:

- Experience of working with ticketing, booking or event systems
- A knowledge of golf

PERSONAL QUALITIES

In addition, the successful candidate should:

- Have strong communication skills – written and spoken
- Be an enthusiastic and reliable team player
- Have excellent attention to detail/accuracy
- Respect high levels of confidentiality
- Show initiative and proactivity
- Be flexible & reliable.
- Be willing to work additional hours/weekends in July & August in the build up to and during The Open and The AIG Women's Open as required

Please note that we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.

To apply for this vacancy, please send your c.v. and covering letter, stating your salary expectations to Shanice Sharp – recruitment@randa.org by the closing date of 12 noon on Friday 15th January 2021.

We may close this vacancy before the closing date should we receive sufficient applications.

How your information will be used

In order to progress your application, for administrative purposes, The R&A will record, keep, and hold the personal data which you have provided in this application stored in our Human Resources files. Your data will not be transferred to any third parties outside of The R&A group companies. If your application is successful, The R&A will hold this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event that your application is unsuccessful, we will hold the application form and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it.

If you have any questions about The R&A's use of your data, please contact us.

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.