Job Title: Ticketing Manager
Department: Ticketing
Reporting To: Head of Ticketing
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: Permanent

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 Manager to manage all aspects of Public Ticketing and Access Control for R&A Professional Championships with a particular focus on systems and operations.

The successful candidate should have a proven track record working in and managing a ticketing team, ideally in a sporting environment, with experience of using ticketing systems. They will have excellent interpersonal, communication and organisational skills, as well as the ability to lead a team and use their initiative.

Job Description
**ROLE AND RESPONSIBILITIES**
- Lead and manage the following for The Open, AIG Women's Open, and other R&A events as required:
  - Day-to-day ticketing operations
  - On-site ticket sales and collection facilities at The R&A’s championships
  - Access control operations
  - Customer service operations
- Manage the technology and systems that support the above processes, in particular being the department’s super-user of The R&A’s chosen ticketing system.
- Work closely with the Championships, Finance, Digital and Marketing Departments within The R&A to deliver core outcomes as well as new projects / initiatives.
- Liaise with a range of external stakeholders, including fans, key customers groups, and technology providers.
- Proactively seek improvements, efficiencies, and innovations in the ticketing operation to benefit attendees and internal operations at the above Championships.
- Line manage, coach and mentor The R&A's Ticketing Assistants, a current team of three employees.
- Provide support to the Head of Ticketing in their duties as/when required.
- Provide analysis, reporting, fulfilment, operational support, and other office duties for the Ticketing Department as required.
QUALIFICATIONS AND EXPERIENCE

ESSENTIAL

- Experience of working in a fast-paced ticketing environment.
- Experience of working with ticketing systems.
- Experienced user of Microsoft Office.

DESIRABLE

- Experience of managing a ticketing team within a sporting environment.
- Experience using SecuTix.
- Experience of working with access control technologies or partners.
- Experience of financial reconciliations (e.g. with ticket sales) and budgeting

PREFERRED SKILLS

In addition, the successful candidate should:

- Have excellent interpersonal and conflict resolution skills with the ability to communicate effectively and professionally with people at all levels.
- Have an excellent understanding of good customer service.
- Have excellent attention to detail.
- Have excellent written and spoken communication skills.
- Have the ability to multitask and prioritise, taking responsibility for their own workload.
- Be able to work independently as well as part of a team.
- Have a proven ability to work under pressure and to tight timescales.
- Have a respect for confidentiality, discretion and taking the initiative.
- Display excellent workflow management.
- Always be prepared to ‘go the extra mile’ in delivering service on time and to the highest standards.
- Be willing and able to work additional hours/weekends as required.
- Be able to be on-site for two weeks at The Open and two weeks at The AIG Women’s Open each year (various UK-wide locations).

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 Monday 22nd February.

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 at https://www.randa.org/Footer/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 at privacy@randa.org.

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.