



Carlisle United Football Club are looking to recruit a Ticket Office Assistant.

The successful candidate will be a key part of the customer experience within the ticketing department of the club. The club is looking for someone with a passion for delivering service excellence and improving fan experience.

This position is permanent, with hours to be between 20 and 37.5 hours per week depending on the candidate. The role is based in the ticket office at Brunton Park and includes working Saturday and Tuesday evenings when there are home matches or other events.

Main roles and responsibilities –

- Selling of home and away match tickets
- Assisting with customer queries and enquiries
- Provide a high level of customer service
- Use of the ticketing software system and Microsoft Office applications
- Organising Community Ticket Scheme and Play on Pitch groups
- Organising match day mascots and birthday parties
- Working on ticketing initiatives and club initiatives
- Providing support for other departments for collaborative projects

Skills required

- Excellent customer service skills
- Friendly and approachable manner
- Excellent communication skills with the ability to interact professionally
- Strong IT skills
- Flexibility to adapt and prioritise workloads
- Good organisation and administration skills, task management and control
- A thorough and diligent attention to detail
- A background in ticket sales would be advantageous

Safeguarding

Carlisle United Football Club is committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment. This role may involve working with U18's and as such is subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through the FACRB system is required before any employee may commence employment. As such this post is exempt from the Rehabilitation of Offenders Act (1974) and the postholder applicant must disclose all previous convictions including spent convictions.

Equal Opportunities

The Club is committed to applying its Equality Policy at all stages of recruitment and selection, and adverts will contain an equal opportunities statement.

Shortlisting, interviewing and selection will always be carried out without regard to age, disability, gender, gender reassignment, marital / civil partnership status, pregnancy / being on maternity leave, race, religion/belief, sexual orientation, or any other legally protected characteristic.

Any candidate with a disability will not be excluded unless the candidate is unable to perform a duty that is intrinsic to the role, having taken into account reasonable adjustments. Reasonable adjustments to the selection process will be made to ensure that no applicant is disadvantaged because of his/her disability.

How to apply –

Please send a covering letter and your CV for the attention of Suzanne Kidd, Finance Director, by email to suzanne.kidd@carlisleunited.co.uk

Closing date is 20th September 2024