



**Job Title:** Supporter Engagement Executive

**Reports to:** Ticket Office Team Leader

**Hours:** 37.5 each week – Flexibility to work Match Days including Bank Holidays.

**Duration:** Six months fixed-term contract with the possibility to become permanent based on success.

**Salary:** £22,308 per annum plus £1,500 OTE.

**Closing Date:** 5PM, Friday 12 April 2024

### **Main Function:**

The Supporter Engagement Team (SET) will play a central role in increasing engagement between Supporters and the Club. The post holder will primarily be responsible for generating revenue by selling various Club products across the season, handling inbound enquiries, outbound calling and delivering special projects within the Club. We are looking for a someone who is energetic enthusiastic, and supporter focussed.

### **Key Responsibilities & Duties:**

- To promote and sell various club products and other club initiatives
- Implement and demonstrate outbound sales efforts by using service and sales best practices, prospecting, networking, lead generation, referral gathering, data capture and personal database management
- Maintain a minimum daily average of 50 outbound contacts
- To assist with the delivery of associated benefits, fan activations and events
- Ensure offers and initiatives are communicated through the appropriate channels and all information is correct at deal confirmation stage ready to handover to colleagues for implementation
- Identify reasons for lapsed sales and take action to reconnect and encourage new business
- Build up a database of clients and relevant third parties and ensure all customer data is accurately recorded
- Participate in and actively contribute to the innovation of new products and strategy

### **Health & Safety:**

- Fully endorse, demonstrate and carry out the company's health and safety policy
- Comply with all company policies and statutory regulations relating to health and safety, safe working practices, hygiene, cleanliness, fire and COSHH. This will include your awareness of any specific hazards in your workplace and assist if required with the amending of risk assessments periodically
- Have a full knowledge of procedures for evacuation with regards to fire
- Identify and report maintenance requirements or hazards within the workplace and encourage any workforce to do the same to avoid injury

### **Safeguarding**

The company is committed to safeguarding the welfare of children and adults at risk and expects all staff and volunteers to endorse this commitment.

- The employee must act to protect all children and adults at risk within their care or attending the Club's premises. The employee must report any misconduct or suspected misconduct to the Safeguarding team



**General:**

- Cooperate fully with colleagues and be flexible when assisting them in response to business needs of the company
- Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers
- The above job description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the group

**Person Specification:**

	Essential Requirements	Desirable Requirements
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's or equivalent in English and Maths</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills.</li> <li>• An entrepreneurial, proactive and tenacious approach to selling in a high-paced sales environment.</li> <li>• Strong work ethic, team-oriented attitude, and enthusiasm about contributing to the success of the department and club.</li> <li>• Positive team player who is naturally persuasive.</li> <li>• Experience of winning the confidence and trust of supporters/clients with ease.</li> <li>• Track record delivering a quality service to supporters/customers and continuously seeking to improve upon this to win new business and retain clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a similar sales environment</li> <li>• Ability to establish rapport with a range of supporters</li> </ul>
<b>Knowledge, Skills, and Qualities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal presentation.</li> <li>• Good IT skills, particularly with MS Office.</li> <li>• Ability to think creatively and generate new ideas to grow business and enhance revenue and profitability for the stadium.</li> <li>• Meticulous attention to detail.</li> <li>• Ability to work under pressure and to deadlines.</li> </ul>	





- Ability to organise own and others' workloads and to prioritise effectively.
- Demonstrate creativity, determination, tenacity and persuasiveness.
- Self-motivated with the ability to work both alone and as a team member.
- Willingness to learn and continuously develop.
- Ability to use own initiative and work proactively, to spot and develop arising opportunities and to utilise these accordingly.
- Assertive, calm with the ability to work well under pressure.
- Flexible to meet the requirements of the role and business – must be able to work evenings, weekends, bank holidays for match days if required.

**How to apply:**

Please follow this link to apply: <https://app.smartsheet.com/b/form/9d9260a781514b24a5d680c2c548209a>.

Closing date **5PM, Friday 12 April 2024**.

