

Plymouth Argyle Football Club



Job Description

1. Details

Job Title:	Memberships, Travel & Match-day Turnstile Co-ordinator
Location:	Home Park
Accountable to:	Ticket Office Manager
Responsible for:	Primary role: Memberships & Travel Coordinator Secondary role: Turnstile Coordinator
Hours:	35 Hours per week
Salary:	TBC

2. Core Responsibilities

Plymouth Argyle is a progressive professional football club that will be participating in the EFL League 1 for the 2018/19 season.

Working within a small team, the role will report directly to the ticket office manager as part of the clubs ticketing and membership department. The role will have key objectives set and demands the highest level of customer service and administration for our supporters.

The post holder will be responsible for managing the clubs 1886 membership scheme; it's away travel supporters club and oversee the turnstile operators on a match day.

3. Key Duties

Primary Role:

- To manage the clubs core membership scheme, the 1886 Adult, Junior membership packages as well as the away travel supporters club
- To work with the Head of Marketing on member recruitment and retention campaigns
- To manage member events
- To manage member recognition programmes
- To assist in PR activity including contributing to the publication of press releases.
- To manage member communications including responding to member queries and the production and inventory of membership and marketing material e.g letters, newsletters, brochures, and other items to be fulfilled as part of member benefits.
- To work with the Head of Marketing and Ticket Office Manager to maximise the number of coaches travelling to away games.
- To maintain budgetary control for projects
- To manage all bookings on-line or through the ticket office for home and away matches;
- To agree and administer all coach bookings on a match by match basis dependant on volume, liaising and account managing the coach companies being their point of escalation and contact;
- Agree price point, pick up schedule and timings. Communicate all relevant information to relevant stakeholders, internal and external;
- Manage the steward team that facilitates the away travel experience on each of the coaches. Arrange coach lists, briefing notes and host meetings with the group on an annual basis;
- Monitor and administer any late bookings or cancellations accordingly;
- Ensure regular updates/briefings/communication with the ticket office team to ensure a sharing of information, resulting in smooth operation especially regarding limited availability;
- Manage all accounting of the operation, ensuring payments from the fans and payments to the coach company(s) are made in a timely manner;
- Ensure all relevant staff have the relevant information regarding pick-up points and timings on a match by match basis;
- Work with the Head of Marketing to produce away travel collateral and the monitor general look and feel throughout the season reviewing with your line manager, every close season;
- For benchmarking purposes, ensure that you liaise with other Clubs to understand their fan transport initiatives ensuring Plymouth Argyle stay ahead of the curve.
- To perform ad hoc duties as required

Secondary Roles:

- To arrange match-day staff and assign operatives to turnstiles
- Brief match-day turnstile staff with any relevant information
- Arrange float for cash turnstiles if required
- Prepares turnstile boxes in accordance with requirements.
- Issues operatives with box, tickets and scanner

- Report any issues to ticket office manager regarding scanners or access etc.
- Collects all boxes back in after close of turnstile and receives scanners back.
- Prepares report of gate receipts.
- To liaise with Ticket Office Manager at half time to produce attendance figure.
- Ensure all cash is appropriately and safely stored at the end of the game.
- Provides Finance Controller with gate receipt

Additional responsibilities:

- To meet KPIS as set out by Line Manager
- To adhere to the values of Plymouth Argyle FC as stated in Appendix 1 and maintain professionalism at all times, particularly when dealing with internal and external customers.
- Other duties as reasonably requested by line manager or senior management team, which are consistent with job responsibility, levels.
- To work closely with partners and colleagues to maintain good relationships and ensure collaborative working practices.
- Active participation in continuous professional development and appraisal processes.
- Promote the brand identity at all times

1. Core Knowledge & Skills Required: Essential (E) – Desirable (D)

<p>Qualifications and Training:</p>	<ul style="list-style-type: none"> ▪ Maths and English at GCSE grade C or above (E) ▪ IT competent and familiar with Microsoft Word & Excel (E) ▪ Customer service/sales training (D)
<p>Experience:</p>	<ul style="list-style-type: none"> ▪ At least 3 years working in a customer-facing role (E) ▪ Experience in a supervisory role (E) ▪ Experience working within the sports stadia or events industry (D)
<p>Special Skills and Knowledge</p>	<ul style="list-style-type: none"> ▪ Be self-driven and motivated with a can-do attitude and the desire to go the “extra mile” and make a real difference; ▪ Actively cooperates through good communications with others, fostering a culture of teamwork and collaboration; ▪ Must have strong customer service skills, an excellent telephone manner and good grammar; ▪ Demonstrate good listening skills and patience and have the ability to resolve issues where appropriate; ▪ Acts with honesty and integrity, demonstrates respect, diversity and is professional at all times; ▪ Work variable shifts including evenings, weekends, holidays and overtime depending on operational needs; ▪ Competent and effective cash handling skills; ▪ Seeks out and acts upon opportunities to improve the fan and customer experience; ▪ Positive about achieving Club, departmental and individual success;

	<ul style="list-style-type: none"> ▪ Supports club decisions and follows through on commitments made; ▪ Builds and maintains positive working relationships both internally and externally; ▪ Behaves in a way consistent with the Club Values.
General:	<ul style="list-style-type: none"> ▪ Excellent organisational skills ▪ Use of initiative individually and as part of a team ▪ Confident and approachable with a positive outlook ▪ Excellent written and verbal/presentation communication skills ▪ Ability to prioritise, meet deadlines and work under pressure. ▪ Commitment, enthusiasm and passion ▪ Understanding of PAFC policies and procedures and ability to develop protocols as necessary ▪ High level customer service skills ▪ The ability to work logically, consistently and accurately ▪ Self motivated

Important Information:

Staff members are also required to adhere to the guidance provided within the Staff Handbook, particularly (but not exclusively) in areas focusing on health and safety, equality and discrimination, use of social media, and of customer service.

Job descriptions within the Club are deemed to be evolutionary and due to the size of the team, all post holders are expected to undertake a range of tasks within their range of responsibility and accountability, even if it isn't specified above.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

Plymouth Argyle FC is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults and expects all staff and employees to share this commitment.

Date:

Signed:

Appendix 1

Our Values

Our Values describe how we expect our people to behave, and will enable our Vision to be achieved. By signing the statement of terms and conditions, you are not only accepting your role within the Club, but agreeing to work in accordance with these values. Our Values are:

Excellence

Everything we do should be excellent. Our management, players and staff are committed to continuous improvement, careful planning, discipline and rigour in all they undertake.

Efficiency and Organisational Strength

We are an efficient and process-oriented Club where our objectives are clear from the outset of any work that we undertake.

Financial Prudence

We manage our finances carefully, and successfully.

Fan Focus

Satisfying our fans and supporters is a top priority. Our relationship with them is both open and welcoming.

Honesty, Openness and Integrity

We do what we say we will do. We live up to our values.

We will be as open with our stakeholders as is consistent with the Club's wider interests.

There is a strong level of intra-Club communication. We operate within the law and will treat our partners, sponsors and suppliers as we would wish to be treated ourselves.

Respect

We give everyone a voice and welcome challenge. We are committed to inclusion and we work to eliminate inappropriate discrimination, in all its forms, so that we can all work and watch football in an environment free from intimidation, victimisation or harassment. We welcome the passion, enthusiasm and engagement of our supporters, but will not tolerate abuse of our staff.

Community Focus

We are committed to serving the community in which we live and play, and wish Plymouth Argyle to be a good representative for Plymouth and the wider South West.