

**JOB TITLE**

Systems Processor

DEPARTMENT

Marketing

RESPONSIBLE TO

Head of Marketing

RESPONSIBLE FOR

No direct reports

JOB SUMMARY

Ownership of ticketing, tours and hospitality products (including set up) and customer experience on our sales/ticketing system (Seatgeek).

ROLE RESPONSIBILITIES

- To maintain and improve an efficient and productive booking system across our ticketing, hospitality and tours departments;
- Proactively streamline and develop processes to improve customer experience;
- Manage the way we collect customer data through all sales channels to ensure cleanliness, accuracy and consistency, as well as compliance with GDPR;
- Data cleansing and monitoring;
- Regular reporting to support ticketing, tours, hospitality and marketing;
- Data segmentation to develop bespoke customer journeys;
- Demonstrate an interest in developing the ways in which data can inform business decision making;
- To capture customer information in accordance with the provisions of the Data Protection Act;
- Support the ticket office with customer sales during busy periods;
- To carry out any other duties as defined by your manager based on the changing needs of the business;
- Any other reasonable duties.



ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

QUALIFICATIONS, KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- A minimum of 5 GCSE's, or equivalent;
- Previous experience in a similar role;
- Ability to manage your time efficiently;
- Excellent communication skills;
- Strong team ethic;
- Customer facing experience.

Desirable

- Experience of a ticketing sales system, preferably Seatgeek.

CRIMINAL RECORD CHECK REQUIREMENT

This role does not require a criminal records check (CRC).



GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at www.nufc.co.uk/UnitedAsOne .