



Job description

Job Title:	Customer Service & Ticketing Administrator (Maternity Cover – 12 Month FTC)
Department:	Membership & Ticketing / Commercial
Reports to:	Membership & Ticketing Lead
Responsible for:	N/A
Location:	The Cooper Associates County Ground, Taunton
Contract:	Fixed-term, full time (12-month contract)
Hours:	Minimum of 40 hours per week, to include evenings, weekends and bank holidays
<p>Main Purpose of Job: To deliver an outstanding customer experience as the first point of contact for all enquiries, supporting the efficient day-to-day operation of ticketing, membership, and hospitality administration within a professional cricket environment. Front-of-house reception duties, customer service, and administrative support, while playing a key role in matchday and event delivery.</p>	
<p>Main Responsibilities:</p> <p><u>Customer Service & Enquiries:</u></p> <ul style="list-style-type: none"> ▪ Act as the first point of contact for all inbound enquiries, providing a professional, friendly and welcoming experience. ▪ Handle customer interactions via telephone, email and in person, ensuring prompt and accurate responses. ▪ Manage shared inboxes, responding to or escalating enquiries in a timely manner. ▪ Deliver a high-quality, customer-focused service, resolving queries at first point of contact wherever possible. ▪ Handle complaints with professionalism and empathy, ensuring appropriate resolution or escalation. <p><u>Ticketing, Membership & Administration:</u></p> <ul style="list-style-type: none"> ▪ Process ticket sales, memberships and bookings accurately via phone and face-to-face channels. ▪ Support the administration of ticketing and membership operations, including fulfilment and customer follow-ups. ▪ Ensure all ticketing, membership and hospitality packs are prepared and distributed in advance of fixtures. ▪ Maintain accurate records and systems, including data entry and reporting where required. ▪ Work closely with Membership and Ticketing Lead to support sales activity and operational delivery. <p><u>Systems & Platforms:</u></p> <ul style="list-style-type: none"> ▪ Develop a strong working knowledge of internal systems, including: ▪ Secutix (ticketing and membership management) ▪ ResDiary (restaurant and hospitality reservations) ▪ CaterSoft (meetings and events coordination) ▪ Use systems efficiently to process transactions, manage bookings and support reporting requirements. <p><u>Reception & Office Support:</u></p>	



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- Provide a professional front-of-house reception service, welcoming all visitors and stakeholders.
- Maintain a clean, organised and professional reception and office environment.
- Support general administrative duties across departments as required.

Matchday & Event Responsibilities:

- Support the delivery of matchdays and cricket events, including:
 - Selling tickets at the gate
 - Assisting with customer enquiries and issue resolution
 - Supporting entry points and access management
 - Preparing premium and hospitality areas (e.g. scorecards/newspapers)
 - Represent the Club in a professional and approachable manner at all times.

Continuous Improvement:

- Identify opportunities to improve customer service processes and share feedback with the wider team.
- Contribute to a proactive, personalised and high-quality customer experience.

General Duties:

- Work collaboratively across departments to support club operations.
- Be flexible and adaptable, undertaking additional duties as reasonably required.
- Uphold the values and standards of the Club at all times.

Safeguarding and Inclusion:

- To ensure the Club's equity, diversity and inclusion policy and standards are always upheld and always abide by the Club's code of conduct
- To ensure the Club's safeguarding policies and procedures are adhered to at all times including adherence to the staff code of conduct and consistently advocating the safeguarding of children, young people and adults at risk at all times. Appropriate consideration must be given to safeguarding in all activities and decisions which are undertaken.

This job description is only a summary of the role as it currently exists and is not exhaustive. The responsibilities and accountabilities might differ from those outlined and other duties, as assigned, might be part of the job.

Knowledge, skills and experience required:

Essential

- Previous experience in a customer service, reception or administrative role
- Excellent communication skills (verbal and written)
- Strong organisational skills and attention to detail
- Ability to handle multiple tasks in a fast-paced environment
- Confident using IT systems and learning new platforms

Personal attributes

- Professional, friendly and approachable manner
- Customer-focused with a positive, can-do attitude



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- Reliable and flexible, particularly around matchdays and events
- Team player with the ability to work independently
- Calm under pressure and solution-oriented

Core competencies

Delivery & Performance

- Quality & Service Orientated
A demonstrated aptitude for understanding and satisfying internal and external customers. Provision of effective solutions. (Level 4 – Advanced)
- Results Focused/Action Orientated
A drive to plan and deliver results despite challenges and setbacks. (Level 3 – Proficient)
- Effective Resource Management
Understanding, respecting and effective use of the Club's resources. (Level 2 – Intermediate)
- Innovative Thinking
Aptitude to identify key components of problems, generate creative solutions and seize business opportunities by taking considered risks. (Level 3 – Proficient)

Strategic Approach

- Business Awareness/Commercial Acumen
Ability to ensure business success and financial efficacy now and for the future. (Level 3 – Proficient)
- Strategic & Analytical Thinking
Capacity for conceptualising the immediate, medium and long-term local and global environmental challenges and define specific strategies for organisation growth in relation to our purpose and vision. (Level 2 – Intermediate)
- Organisational Alignment
The aptitude to align one's own behaviour with the needs, priorities and goals of the Club. Focusing on the Club's vision before individual preferences or professional priorities. (Level 3 – Proficient)
- Talent Development
Full commitment to professional development and personal growth of self and others and the transfer of knowledge to future talent. (Level 2 – Intermediate)
- Agility
Openness and ability to promptly identify and adapt to changes in the business environment. (Level 2 – Intermediate)

Leadership

- Active & Visible Leadership
Demonstrates full and public commitment to Club's Values. Operates with integrity and transparency and role-models appropriate behaviours. (Level 3 – Proficient)
- Inclusion Orientated



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Understands and values equity, diversity and inclusion approaches and works openly with all people, regardless of identity or characteristics. (Level 3 – Proficient)

- Aptitude for Sustainability
Commitment to operating sustainably to ensure the Club's negative impact on the environment is kept to a minimum. (Level 2 – Intermediate)
- Safety Focused
Understands, respects and values safeguarding and health and safety protocols and considers these within all aspects of the Club's operations. (Level 3 – Proficient)

Relationships & Influence

- Teamwork & Collaboration
The capacity for working collaboratively and effectively within and across teams, and with external stakeholders, to ensure a unified direction of travel to achieving the Club's goals and objectives. (Level 4 – Advanced)
- Influence & Negotiation
Aptitude for excellent communication and interpersonal effectiveness with the ability to negotiate with, and influence others, in respectful and honest ways to add value and achieve objectives. (Level 4 – Advanced)
- Emotional Intelligence
Ability to understand others (including non-verbal communication methods), management of own behaviour and reactions and self-reflection especially when faced with challenging or stressful situations. (Level 4 – Advanced)

Key contacts in the business:

Internal: Membership & Ticketing Lead, Commercial Director, Commercial Team, Members

External: General public

Equal Opportunities and Inclusivity Statement

Somerset County Cricket Club endorses the principles of equality and equity and strives to ensure everyone involved with the Club has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, to give of their best and be assured of an environment in which their rights, dignity and individual worth are respected. Everyone is responsible for creating an inclusive working environment and we expect all colleagues, partners customers and suppliers to abide by our equality, diversity and inclusion policies and procedures.

The Club ensures all existing and potential employees receive equal consideration during the recruitment process and beyond, and is committed to the elimination of unlawful or unfair discrimination of any kind and in particular on the grounds of sex, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, religion or belief, pregnancy and maternity, and age.

Safeguarding Statement



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Somerset County Cricket Club is committed to safeguarding and promoting the welfare of children, young people and adults at risk, and expects all staff and volunteers to share this commitment. It is everyone's responsibility to keep vulnerable people safe.

As part of our safer recruitment process all relevant roles are subject to an enhanced or standard DBS check as appropriate, and two satisfactory references. We also require every staff member to undergo safeguarding training appropriate to their role.

We encourage an open, welcoming environment where everyone should feel safe to express any concerns. We have a range of policies and procedures in place which promote safeguarding and safer working practice across all that we do.

Prepared by:

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