



MEMBERSHIP AND CUSTOMER SALES ADMINISTRATOR

DERBYSHIRE COUNTY CRICKET CLUB

We have a vacancy for an Administrator to join a key part of the Commercial Department; to administer our Membership and Ticketing services; administer the Club's CRM system and act as first point of contact for visitors to the Club. This role will also assist with cricket and non-cricket events and administer the Club's retail operation.

Duties & Responsibilities:

Membership & Ticket administration

- Support the Ticket Office Lead in the administration of the Membership & Ticketing system to maximize ticketing/Membership income and increase supporter engagement.
- Maintain the Club's membership and ticketing database and ensure ticket and membership details are kept up to date
- Attain membership and sales targets as defined by the department
- Upsell membership and ticketing categories when appropriate with targets set by the department
- Proactively contact lapsed or prospect customers from the club database regarding membership or ticketing sales
- Assist with administration of cricket and non-cricket events as required

Retail

- Fulfill online and in-ground shop orders, working with the Ticket Office Lead to ensure timely processing and delivery of all items
- Robust use of brand guidelines to ensure that all products are on brand
- Retail lines well presented with merchandising rationale, both online and on-site, and clearly price marked
- Retail items sold at the correct price and orders fulfilled in a timely fashion
- Work closely with additional retail sales staff required for match days

Admin and Event Support

- As a first point of contact on Reception, ensure that all telephone calls are actioned appropriately and provide a professional service in line with the club's best practice
- Welcoming, signing in and briefing site visitors on Ground policies to ensure an outstanding first experience on arrival at the Incora County Ground
- Provide Administrative support for hospitality, concert and event bookings
- Oversee the club's incoming and outgoing mailing processes
- Assist with any marketing and ticketing mailouts as and required
- Assist with hospitality ticketing and mailouts as and when required

Skills and Knowledge:

- Strong written and verbal communication skills
- Ability to work hard in a fast-paced environment to ensure all deadlines are met
- Self-Motivated
- Attention to detail
- Proficiency in the use of MS Office including Outlook, Word and Excel and experience of CRM systems
- Effective administrative, organisational and time management skills
- Flexible attitude to responsibilities and duties
- Confident and customer focused

What we can offer you:

- A competitive salary
- 25 days paid holiday plus bank holidays
- Free on-site parking
- 2 free tickets to every Derbyshire CCC match
- 20-40% discount with Samurai on-line purchases

To apply please send your up-to-date CV with a covering letter detailing your suitability for the role to Viv Sheppard, HR and Wellbeing Manager at Derbyshire County Cricket Club via jobs@derbyshireccc.com.

The closing date is 31 January 2024 although applications will be reviewed as they arrive in and it may be closed early.

Derbyshire County Cricket Club is committed to safeguarding and protecting the children and young people that we work with. As such, many posts are subject to a safer recruitment process, including ECB DBS clearance which is mandatory before taking up certain roles. We ensure that we have a range of policies and procedures in place promoting safeguarding and safer working practice across our services.

Derbyshire County Cricket Club will ensure that all existing and potential employees receive equal consideration and is committed to the elimination of unlawful or unfair discrimination on the grounds of gender, race, disability, colour, ethnic and national origin, nationality, sexuality, marital status, religion and age. It is the intention of Derbyshire County Cricket Club that its workforce, at all levels, should reflect the composition of the City's population. To achieve this Derbyshire County Cricket Club will take active and positive steps to eliminate discrimination, reduce the effects of past discrimination and to promote equality in employment.