



MEMBERSHIP AND CUSTOMER SALES EXECUTIVE

DERBYSHIRE COUNTY CRICKET CLUB

Derbyshire County Cricket Club is a proud professional County Cricket Club with a rich heritage and a passionate supporter base. As we continue to grow both on and off the pitch, we are committed to delivering an exceptional experience to our members, supporters and guests. Our Membership and Customer Sales Executive will play a key role in strengthening the bond between the Club and its community.

We are seeking a proactive, customer-focused individual to join our marketing and communications team as Membership and Customer Sales Executive. They will be the first point of contact for members and supporters, ensuring excellent service whilst assisting in driving membership growth and retention, alongside administering the Club's CRM system and assisting with both cricket and non-cricket events.

This is a fantastic opportunity for someone who is passionate about sport, enjoys engaging with people and thrives in a fast-paced environment.

Duties & Responsibilities:

- Lead in the administration of the Club's Membership & Ticketing system to maximize ticketing/Membership income and increase supporter engagement
- Manage the Club's relationship with our ticket service provider, ensuring the smooth operation of the system and implementing the use of new technology and innovations
- Work closely with fellow Ticket Office team members to ensure a consistent Membership & Ticketing service is provided for all stakeholders
- Act as the main point of contact for Membership & Ticketing queries on matchdays, based in the Main Pavilion and attending the majority of fixtures as part of a rota system
- Maintain the Club's membership and ticketing database and ensure ticket and membership details are kept up to date
- Responsible for the Club's access control system, ensuring the equipment is operational, well maintained and ready for matchday use
- Ensure accurate Ticket sales information is shared with the ECB and their relevant data agencies
- 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
- Work alongside our Receptionist and Customer Liaison Administrator at front of house
- Assist in fulfilling online and in-ground shop orders, working with fellow Ticket Office staff to ensure timely processing and delivery of all items
- Work closely with additional retail sales staff on match days with the possibility of covering the Club shop on occasion

Skills, Knowledge & Qualifications:

- 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 County Cricket Club home match
- Employee Assistance Programme
- Staff discount on legal fees with a local firm of Solicitors

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 Monday 25 August 2025 with interviews being held on Wednesday 3 and Thursday 4 September 2025.

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.