**PLACEMENT DESCRIPTION**

**Placement Title:** Ticketing & Customer Service Placement Student

**Location:** National Football Stadium at Windsor Park

**Department:** Sales and Marketing

**Reporting to:** Fan Engagement and Ticketing Manager

**Hours of work:** 35 hours per week. However, the nature of the placement will require a high degree of flexibility involving evenings and weekends as dictated by operational requirements of the business.

**Duration:** September 2022 – August 2023

**PURPOSE OF THE PLACEMENT:**

The purpose of this role is to provide an excellent level of customer service as the first point of contact at the National Football Stadium at Windsor Park reception for the Irish FA Group of companies.

Reporting to the Fan Engagement & Ticketing Manager, the Ticketing & Customer Service Placement Student will provide high quality administrative, ticketing and fan experience support for the group and operational support to the ticketing function within the Sales & Marketing Team.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Support on the provision of a first-class customer experience for all visitors to the National Football Stadium at Windsor Park.
2. Support on the collection and accurate recording of ticketing and membership data.
3. Support with the delivery of ticket information to key stakeholder groups including supporters, staff, council members, sponsors, partners and media in a timely and planed manner.
4. Support the Fan Engagement & Ticketing Manager to roll out fan engagement activities and events including competitions, magazine creation and fan interviews.
5. Answer a multi-line switchboard quickly in a professional and polite manner, direct calls to their destination without delay and deal with routine enquiries.
6. Support with incoming emails and mailboxes effectively and efficiently.
7. Support with the administration of meeting room bookings and employee facilities.
8. Administer and deliver the stationery service for the Irish FA Group, including office storage facilities.
9. Administer incoming and outgoing mail system and process, including special and recorded deliveries.
10. Coordinate, administer and respond to customer comments and queries**.**
11. Communicate and provide information by relevant methods both internally and externally to assist and support organisational operational effectiveness
12. File data and perform other routine administration duties as assigned and for other departments, as required.
13. Adhere to procedures relating to health and safety and quality management.
14. Ensure that you are fully aware of the need to safeguard sensitive customer information at all times, so that our customers and people perceive the Irish FA to be a trustworthy brand.
15. Proactively participate in training and development opportunities, and placement reviews as required.
16. Comply with Data Protection Policy with regard to safeguarding sensitive customer information at all times.
17. Perform the placement in accordance with the company’s policies and procedures, especially the Equal Opportunities and Harassment Policy and Procedure.
18. Adhere to and actively support at all times all other company policies, procedures, processes and working practices, including adhering to best practice.
19. Perform any other duties as may reasonably be required from time-to-time.

**PERSON SPECIFICATION:** Ticketing & Customer Service Placement Student

*Essential Requirements*

* Excellent administration skills
* Excellent communication skills especially written, and oral
* Ability to follow standardised processes
* Reliable and trustworthy

*Desirable Requirements*

* Experience in admin-based roles
* Experience in working with data