



<b>Job Title:</b>	<b>Premium Services Administrator</b>
<b>Department:</b>	<b>Commercial Department</b>
<b>Reporting:</b>	<b>Premium Services Manager</b>
<b>Location:</b>	<b>27 Great West Road, Brentford TW8 9BW</b>
<b>Salary:</b>	<b>Competitive</b>

### **Background**

Brentford Football Club is a Premier League football club based in the London Borough of Hounslow. The Club was founded in 1889 and has been through a period of great change in the past year. Brentford moved to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporate guests, and the community in the summer of 2020, having previously played at their historic Griffin Park home for 116 years.

At the end of the first season in the new stadium, Brentford won promotion to the Premier League. The Club's first season in the top flight of English football since 1947 will start in August 2021. Promotion and a move to a new stadium are parts of a longer-term vision that aims to see Brentford FC sustain top level football on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area.

### **The Role of the Premium Services Administrator**

The Premium Service Administrator will be the first point of contact, via email, phone and sometimes in person, for all Premium related enquiries in to the Club. They will act as internal 'triage'; using their knowledge of the business and the people within it to properly manage individual and group enquiries. This role is an external-facing role and requires someone with a desire to help people, first and foremost. There will be enquiries relating to, but not limited to, ticketing; dining upgrades, refunds, seat-moves, local area information.

This role will require engaging, supporting and collaborating with multiple business stakeholders including liaison with our operations team, catering partner and other key members of staff to ensure the successful planning and delivery of premium



member attended events at our new stadium, including test events, networking events, orientation events and of course Brentford FC matchdays.

This permanent position will report into the Premium Services Manager and will be responsible for the day to day contact with our 1200 Premium Seat Holders

The successful candidate will have a proven strong track record in customer services, ideally in a similar role managing a premium scheme.

### **Main Accountabilities**

- Day to day customer service of Premium seat holders
- Regular contact over the phone and email with Premium seat holders
- Handling customer feedback ensuring full customer service satisfaction
- Management and promotion of restaurant bookings (where appropriate)
- Match-day preparation (itineraries, table plans, menus)
- Trouble-shooting any issues and dealing with client queries
- Work collaboratively with other teams across the business and with external resources and organisations to ensure clarity of responsibilities, manageable workloads, and a happy teamworking environment.
- Attend planning and debriefing sessions as per management requirement

### **General Club Accountabilities**

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDPR and PECR)
- To ensure compliance with all Club and regulatory requirements related to safeguarding, and to ensure the Club's safeguarding processes are followed in the event of any safeguarding concerns.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- To keep confidential any information gained regarding the Club and its personnel
- To maintain a flexible approach to work at all times

### **Key Internal Relationships**

- Commercial
- Campaigns and Promotions
- Venue Operations
- Fan and Community Relations
- Communications

### **Person Specification - Essential Personal Characteristics**

- Strong interpersonal skills and demonstrated ability to work well with people from different teams within an organisation (and externally as required)
- Excellent written and spoken communication skills are essential



- Experience in a similar customer service role
- Competent with Microsoft Office packages, particularly Word and Outlook
- Uses initiative with minimal supervision
- Dedicated to the quality and accuracy of projects from inception to completion
- Ability to manage a heavy workload with strict deadlines and willing to work additional hours where required to support key events
- Excellent organisational skills
- Flexible and willing to take on ad-hoc tasks

#### **Person Specification - Desirable Characteristics**

- Experience of the football industry ideal but not essential
- Knowledge of the hospitality industry
- Relevant GDPR data related knowledge

#### **To Apply**

Please submit your CV and Cover Letter to the link below by Wednesday 22<sup>nd</sup> September 2021:

<https://hr.breathehr.com/v/premium-service-administrator-18747>

Any applications without attached documents will not be considered.