



<b>Job Description:</b>	Premium Services Executive
<b>Department:</b>	Venue Sales
<b>Reporting:</b>	Premium Services Manager
<b>Location:</b>	27GWR
<b>Salary:</b>	Competitive

### **Background**

Brentford Football Club is a professional football club based in the London Borough of Hounslow, that currently plays in the English Football League Premier League. The Club was founded in 1889 and has called Griffin Park its home since 1904. 2020 represented the start of a new era for Brentford, with the Club moving to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporates and the community. The new stadium, open for the start of the 2020/21 season, is the cornerstone of a longer-term vision that aims to see Brentford FC compete in the Premier League on the field and ensure that the Club is sustainably run off the field. Situated next to the M4, the new Brentford Stadium is located a mile from Griffin Park and 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 Executive**

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 and the fulfilment of their package.

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

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.

### **Main Accountabilities**

- Day to day customer service of Premium Seat Holders, including general enquires, complaints and finance
- Regular contact over the phone and email with Premium Seat Holders
- Premium Seat Holders onboarding (including fulfilment and set-up)
- Handling customer feedback ensuring full customer service satisfaction
- Management and promotion of restaurant bookings (where appropriate)



- 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
- Renewal of lapsed premium members
- Upselling other Club products to premium members

### **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 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
- Undertake other duties and responsibilities as required from time to time

### **Key Internal Relationships**

- Commercial
- Marketing Services
- Venue Operations
- Fan and Community Relations
- Communications
- Football/Player Liaison

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

- Strong interpersonal skills and demonstrated ability to work collaboratively with different teams within an organisation (and externally as required)
- Excellent written and spoken communication skills across all mediums
- Exposure to a similar customer service role, ideally with membership clients
- Competent with MS Office product suite, particularly Word and Outlook
- Ability to use initiative and work 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 including taking a lead and coordinating with others to deliver
- Flexible and willing to take on ad-hoc tasks
- Ability to work unsociable hours including weekend and evening matchdays

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

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

**To Apply**

Submit your CV and Cover letter to the application in the link below by Monday 29th November 2021.

<https://hr.breathr.com/v/premium-services-executive-19753>

Any applications without attached documents will not be considered

If you do not hear back from us within two weeks post application closing date please assume you have been unsuccessful. Due to the volume of applications received we are unable to get back to all applicants.

We aim to be an inclusive and diverse Club, therefore, it would be great if you could spend a couple of minutes to complete our Equality and Diversity Monitoring

Questionnaire using the link below:

<https://forms.office.com/r/yvTE3Ua2vG>