

Brentford Football Club – Reservation Centre Front of House Receptionist

Job Description

Background

Brentford Football Club is a professional football club based in Brentford, in the London Borough of Hounslow, that currently plays in the English Football League Championship. It was founded on 10 October 1889 and plays its home games at Griffin Park, its home stadium since 1904. A move to the new Brentford Community Stadium, around a from Griffin Park is underway, with plans to play the first game there in Summer 2020.

The Role of the Reservation Centre Front of House Receptionist

To meet and greet all appointments to the Brentford Community Stadium reservation centre.
To assist the sales administration process in reaching revenue targets set with regards to the sales of premium seat membership.

Start Date

December 2018.

Working Hours

Full Time: 37.5 hours per week – Monday to Friday on a Fixed Term Contract for 18 months.

Location

This role will be based in the New Stadium Reservation Centre in Brentford.

Main Accountabilities

Department: Commercial

- Meeting and greeting all appointments to the reservation centre
- Supporting the administrative tasks involved in the smooth running of the premium sales operation.
- Ensuring the office is immaculately presented
- General office management duties, i.e. opening and closing the centre, smooth running of the centre etc
- Supporting the sales and administration team as required.
- Updating customer records and filing paperwork as necessary.
- Produce sales reports as required.



General Club Accountabilities

- Ensure compliance with all relevant Club policies, including health and safety policies;
- Ensure compliance with all relevant legal, regulatory, ethical and social requirements;
- Build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford Football Club;
- Keep confidential any information gained regarding the Club and its personnel;
- maintain a flexible approach to work at all times.

Person Specification - Essential Personal Characteristics:

- Proven experience in a sales environment or similar role.
- Proficient use of MS Office applications.

Person Specification - Desirable Characteristics:

- Outstanding customer service skills.
- A self-starter with a high level of initiative and proactivity.
- Able to thrive in a fast-paced work environment.
- Ability to tightly manage your time effectively and productively.
- Remains calm under pressure
- Desire for continuous personal improvement.
- Great communication skills with an ability to inspire and motivate others.

Salary

Competitive, dependant on experience.

Contact

Should you wish to be considered for this exciting role, please email your CV and covering letter to hr@brentfordfc.com.

This will be an open post until the vacancy is filled. Any short-listed candidates will be contacted within a week of applying for the role.

