



Job Description:	Venue Enquiries Executive
Department:	Venue Sales
Reporting:	Head of Venue Sales
Location:	27GWR/Stadium Box Office
Salary:	Competitive

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 Venue Enquiries Exec

The Venue Enquiries Exec will be the first point of contact, via email, phone and sometimes in person, for all ticket 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; upgrades, refunds, seat-moves, venue access, local area information, general venue enquiries, fan enquiries, memberships

Main Accountabilities

- Provide direct support as first-line 'triage' for emails, calls and in-person enquiries
- Coordinate with other areas of the business to ensure a sufficiently detailed and timely response is provided in line with our customer charter
- Develop comprehensive knowledge of all internal areas of the business, what



they do and who to go to for information

- Become a fan champion within the Venue Sales and wider teams
- Maintain and update club CRM system
- Daily updates and reporting to Head of Venue Sales

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 requirement
- 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

- Operations
- Marketing Services

Person Specification - Essential Personal Characteristics

- Exposure to a customer service role, ideally with experience in handling the customer success journey
- Previous exposure of working within a B2C and B2B sales environment
- A customer-centric approach and ability to find creative solutions when problem-solving
- Ability to work proactively and collaboratively with others within the organisation to provide a high-quality venue experience for fans and other ticket purchasers and visitors
- Ability to work under pressure to tight deadlines without compromising on attention to detail and customer service
- Strong communication skills both in person, over the phone and via written communications
- Immaculate personal presentation
- Strong skill set with MS Office products
- Familiarity with Salesforce or Smartsheet an advantage
- Ability to work unsociable hours including weekend and evening matchdays

Person Specification - Desirable Characteristics

- Previous exposure of working at a professional football club
- Desire for continuous personal improvement

To Apply

Submit your cv and cover letter to the link below by 5pm on Monday 27th September 2021.

<https://hr.breathehr.com/v/venue-enquiries-executive-18845>

Please ensure you attach your documents, any applications without any attachments will not be considered.

