

Job Description

Ticketing & Tours Retail Assistant



JOB DESCRIPTION	
Job Title	Ticketing & Tours Retail Assistant
Salary	£9.53 per hour (inclusive of holiday pay)
Location	WRU Ticket Office, Principality Stadium, Cardiff
Hours of work	Saturday 9.30am – 5.30pm / Sunday 10am – 4pm on a rota basis
Responsible to	Tours Manager
Responsible for	No line management responsibilities
Contractual Status	Casual contract
Role Summary	Casual weekend role based in the WRU ticket office primarily assisting with the sale of tickets and stadium tours. The role will also act as the first point of contact for stadium tour guests and oversee the checking in process and assist where necessary with administrative tasks for the ticketing and tours department.
Key Relationships	<ul style="list-style-type: none"> • Tours Manager • Tour guides • Customer Care Supervisor
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none"> • Ensure all systems are ready and accurate to include till management • Check-in existing tours bookings on the on-line booking system • Create new bookings, particularly ‘walk-ups’, on the tours booking system • Sell available match tickets for future WRU / PS events for any counter sales • Answer generic tour enquires by telephone, walk-up and email • Preparing tour passes • Maintain a high level of customer care • Carry out duties to help support the WRU/PS mission statement in line with the WRU Group values.
Continued Professional Development	The WRU are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.
PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none"> • Strong interpersonal skills and relationship management • Experience in a retail or customer service focused environment desired • Proven competency in using different systems.
Skills & Qualifications	<ul style="list-style-type: none"> • Excellent IT skills, specifically Microsoft Word, Excel and PowerPoint • Excellent written and verbal communication skills are essential • Welsh Language Skills desirable.
WRU Group Values	The role holder is expected to perform their roles in accordance with the WRU Group Values - Excellence, Integrity, Success, Courage, Family, Humour The WRU Group Values document is available upon appointment to the role.
Other	<ul style="list-style-type: none"> • This role is subject to an enhanced/standard DBS disclosure check • An understanding and commitment to equality and diversity in employment and sport • Work in accordance with the Sustainable Development policies of the group • An understanding of individual responsibility in complying with the Health and Safety policies and arrangements • Ability to communicate and work through the medium of Welsh is desirable.

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Acknowledgement		
Employee Signature:	Name:	Date:
Line Manager Signature:	Name:	Date:

The job description is subject to change pending review by the role holder and their line manager.