



# VACANCY

## TICKETING EXECUTIVE

RUGBY LEAGUE WORLD CUP 2021

£25,000

LOCATION; MANCHESTER

### WHO YOU'LL BE WORKING FOR:

In 2022, England will host the largest team sporting event in the world that year - the Rugby League World Cup, which will be the biggest and best ever in its history that dates back to 1954 when the tournament began.

32 competing nations in the men's, women's and wheelchair competitions will play in 61 matches across 21 venues, including St James' Park, Elland Road, DW Stadium, Emirates Stadium, Manchester Central and Old Trafford. The most inclusive sport played in the biggest venues across the country.

***We are on a mission to create inspirational moments that excite, engage and leave a long-lasting legacy.***

Led by our values of being Bold & Brave, World Class, Authentic and Inclusive, we are looking for the best talent to join our team.

### WHAT IT'S LIKE IN OUR TEAM:

We have a 'start-up' culture with a 'high bar' mentality to everything we do - we need to ensure that all touch points of the tournament are world class.

We require innovators and have created an environment where all our teammates flourish.

We have a leader-leader culture (not followers), with each teammate taking responsibility and accountability for their actions and results to move the business forward - we want people with a glass half full mindset!

We move at pace and have plenty to achieve this year so need people who are hungry to use their skills and experience but also have a desire to learn more.

With a great choice of rewards and training, we provide a progressive culture to learn and develop your career.



Bold & Brave



World Class



Authentic



Inclusive



## OVERVIEW OF THE ROLE:

Working within the Revenue department's Ticketing team, you'll be part of the team tasked with delivering the ticketing project for the biggest and best RLWC2021.

Your responsibilities will include to assist with the implementation of the ticketing solution for each sales phase, analysing seat manifests and working with the ticketing system back office to assist with seat assignment.

You will take lead over the group sales ticketing process working closely with the group sales team. Additionally, you will support in the planning of stadium capacities and ensure ticket requirements are up to date across each of the RLWC venues.

You will assist with customer service enquiries in relation to ticketing. You will liaise with internal/external customer groups such as Tournament Guest Services, Hospitality, Broadcast, Operations, Hosts Towns and Cities and Commercial to ensure all seating requirements are accounted for and held off in the ticketing system.

During event time you will be tasked with delivering onsite operations including box office support, venue ticketing and trouble shooting. You will also assist with tournament staffing requirements and rostering.

You will make sure that ticketing objectives for the tournament are aligned to RLWC2021's targets and ensure all stakeholders are kept up to date on all relevant details through accurate reporting.

## WHAT YOU'LL BE DOING:

Work closely with the Head of Ticketing and with Ticketmaster on project initiatives such as:

- Participate in and co-ordinate regular ticketing meetings.
- Collaborate with group sales and manage group application processes (incl. staff tickets) by
  - Reviewing sales/applications
  - Updating reports
  - Invoicing
  - Importing requests in ticketing system
- Keep internal/external stakeholders up to date through ticketing reports.
- Tournament time planning
- Assume additional duties as required by Head of Ticketing, and actively contribute to RLWC2021 values.

## SKILLS AND EXPERIENCE REQUIRED:

- Excellent administration and project management skills.
- Excellent communication skills.
- Experience of working with Ticketmaster ticketing systems ([Ticketmaster XT desirable](#)).
- Good knowledge of ticketing project cycle.
- Understanding of ticketing facilities and operations.
- Knowledge/previous experiences working with UK venues (in particular the 21 RLWC2021 venues)
- Enjoys multi-tasking, working in a fast-paced environment, and being part of a small and agile team.
- Ability to work in a high-pressure environment.



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- Customer focussed.
- Self-starter with ability to take ownership of workload and delivery of solutions.
- Strong attention to detail.
- High level of computer proficiency (proficient in use of excel desirable).
- Willingness to travel to venues as and when necessary.
- Stakeholder management skills.

## EMPLOYEE BENEFITS:

- 25 days annual leave plus Bank Holidays
- Flexible working hours
- 5% match pension contribution
- Option to enrol in private medical insurance
- Death in service life insurance cover
- Excellent career development opportunities

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The successful candidate will report into the Head of Ticketing.

To apply please send an email with "Ticketing Executive" in the title, including a covering letter of why you think you're suitable for the role and an overview of your experience in the form of a CV to [jobs@rlwc2021.com](mailto:jobs@rlwc2021.com)

The closing date for applications is **12pm Friday 11<sup>th</sup> March 2022.**

Interviews will be held week commencing **21st March 2022.**

The Rugby League World Cup 2021 is committed to equality through diversity.

If appointed you will need to provide us with a copy of your Passport and if relevant, a work permit to show you have the right to work in the UK. Alternatively you would need Tier 2 Sponsorship to be able to work for us.

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