



Ticketing, Membership & Retail Lead

Location: Seat Unique Stadium, Nevil Road, Bristol

Reports to: Ticketing & Data Operations Manager

Contract Type: Full-time, Permanent

Role Purpose

Gloucestershire Cricket is looking for a highly organised, customer-focused and commercially minded Ticketing, Membership & Retail Lead to play a key role in delivering our ticketing, membership and retail operations.

This role sits at the heart of the Club's commercial activity, helping to maximise attendance, revenue and supporter satisfaction across domestic and international cricket, as well as major events hosted at the Seat Unique Stadium.

You will take ownership of the day-to-day delivery of ticketing, membership and retail, ensuring supporters receive an outstanding experience while continually identifying opportunities to improve processes, systems and ways of working.

This is an excellent opportunity for someone looking to take the next step in their career, with scope to broaden responsibilities as you develop within the Club.

Key Responsibilities

Ticketing

- Help lead the day-to-day delivery of the Club's ticketing operation across domestic and international fixtures.
- Configure and maintain ticketing products, pricing, offers and seat maps within the Club's ticketing systems.
- Ensure fixtures, products and customer journeys are thoroughly tested before going on sale.
- Process ticket sales, hospitality allocations, car parking and supporter enquiries accurately and efficiently.
- Identify opportunities to improve operational efficiency and supporter experience.
- Develop expert knowledge of the Club's ticketing systems and processes.

Membership

- Help lead the administration and delivery of the Club's membership programme.

- Coordinate the production and distribution of membership packs and cards.
- Support the planning and delivery of member events, including the AGM, Member Forums and Junior Member activities.
- Work closely with the Marketing team to ensure membership communications are accurate and timely.
- Identify opportunities to improve the member experience and drive retention.

Retail

- Lead the Club's retail operation across online and in-store channels.
- Manage the Club's Shopify store, ensuring products are accurately presented and effectively merchandised.
- Oversee stock management, supplier ordering and inventory control.
- Manage fulfilment of online orders, returns and customer enquiries.
- Monitor retail performance and recommend opportunities to increase sales and profitability.
- Deliver an engaging retail experience on matchdays and event days.

Customer Experience

- Deliver exceptional customer service across telephone, email, online and face-to-face channels.
- Act as a key point of contact for supporter enquiries, resolving issues professionally and efficiently.
- Champion a culture of excellent customer service across all supporter touchpoints.
- Continuously review and improve the supporter journey.

Operations & Matchdays

- Support the successful delivery of domestic and international matchdays.
- Work collaboratively with colleagues across Commercial, Marketing, Operations and Cricket.
- Support budgeting, forecasting and sales reporting where required.
- Contribute to operational planning and continuous improvement projects.
- Work evenings and weekends in line with the cricket calendar.

Experience & Skills

Essential

- Experience in ticketing, membership, retail, customer service or commercial operations.
- Experience using Ticketmaster, KORE or similar ticketing systems.
- Excellent organisational skills with exceptional attention to detail.
- Strong administrative and operational capability.
- Outstanding customer service skills.
- Confident working with systems, databases and spreadsheets.
- Excellent communication and interpersonal skills.
- Ability to prioritise multiple tasks and meet deadlines.
- Proactive, solutions-focused approach.

Desirable

- Shopify or e-commerce experience.
- Experience within professional sport, events, hospitality or entertainment.
- Experience analysing sales or operational data.
- Experience improving operational processes.
- Understanding of membership programmes or supporter engagement.

Personal Attributes

We're looking for someone who is:

- Passionate about delivering outstanding supporter experiences.
- Highly organised and detail orientated.
- Calm under pressure and adaptable.
- Positive, collaborative and proactive.
- Commercially aware with a continuous improvement mindset.
- Confident taking ownership and solving problems.
- Flexible and willing to work evenings and weekends during the cricket season.

Success Measures

The successful candidate will:

- Deliver a seamless and accurate ticketing and membership operation.
- Provide outstanding customer service across all supporter touchpoints.
- Successfully deliver ticketing operations for domestic and international fixtures.
- Improve operational efficiency through continuous process improvement.

- Grow retail sales and enhance the supporter retail experience.
- Build strong relationships with colleagues, members and supporters.

Why Join Gloucestershire Cricket?

- Play a key role in one of the UK's most ambitious cricket clubs.
- Be part of the team delivering domestic and international cricket at the Seat Unique Stadium.
- Help shape the experience of thousands of supporters each season.
- Join a collaborative and ambitious commercial team committed to continuous improvement.
- Develop your career within a progressive and forward-thinking sporting organisation.

To Apply

Please email recruitment@glosccc.co.uk with your CV and a short covering letter outlining why you are interested in the role.

Applications close: 9:00am Monday 3 August

First interviews: Week commencing 10 August

Inclusion & Accessibility

We are an equal opportunity employer and encourage applications from all qualified candidates. We value diversity and are committed to creating an inclusive environment for everyone. If you require any accommodations during the application or interview process, please let us know - we are here to support you throughout.