



Commercial Support Executive

We are looking for a Commercial Support Executive Provide support across the entire Commercial Team– including (but not limited to) ticketing, membership, e-commerce, events, partnerships, social media and CRM.

The successful candidate will be accountable to:

- delivering efficient, timely and accurate administration of the Organisation’s ticketing and membership service, maximising all revenue opportunities.
- consistently deliver a proactive, effective, professional and welcoming service on the organisations telephone system – specifically in relation to ticketing & memberships.
- maintaining and updating the ticket information line.

Salary

£25,000 - £28,000 per annum, depending on experience.

Equal Opportunities

Sussex Cricket is committed to ensuring that all job applicants and colleagues do not receive less favourable treatment or are discriminated against, on the grounds of their age; disability; gender; marriage and civil partnership; pregnancy or maternity; race; religion or belief; sex or sexual orientation.

To apply, please send a covering letter setting out how you meet the requirements of the role with your CV to recruitment@sussexcricket.co.uk.

Closing Date

Friday 24th January 2025

No agencies thank you.

To apply for this role, please send a CV and cover letter outlining how you meet the skills and successful track record required for this role to: sam.holder@sussexcricket.co.uk

Closing Date

Friday 24th January 2025



Job Title: Commercial Support Executive

Reports To: Commercial Support & Ticketing Manager

Location: The 1st Central County Ground, Hove with work at the out-ground cricket festivals

Hours: Full-time (Monday to Friday 9-5pm) plus all home matches and major events. Regular weekend and evening work required, particularly during the cricket season

Role Purpose

- Provide support across the entire Commercial unit of Sussex Cricket – including (but not limited to) ticketing, membership, e-commerce, events, partnerships, social media and CRM.
- Accountable for delivering efficient, timely and accurate administration of the Organisation's ticketing and membership service, maximising all revenue opportunities.
- To consistently deliver a proactive, effective, professional and welcoming service on the organisations telephone system – specifically in relation to ticketing & memberships.
- Responsible for maintaining and updating the ticket information line.

Membership/Tickets

- To promote, sell and administer all membership and ticketing products.
- To provide clear and accurate advice regarding all membership and ticket packages.
- Work with the Commercial Support & Ticketing Manager to identify and implement initiatives to generate and increase membership and ticket sales, and improve processes.
- Provide an excellent customer service experience, to encourage repeat business and maximise sales opportunities (membership, ticketing and retail)
- To implement the Organisation's client service policy regarding managing complaints
- To handle all member and non-member enquiries, both face-to-face or driven from online/digital sources
- To administer and deliver the Organisation's policy regarding the allocation of all complimentary tickets



- Manage ticket refunds in line with the Organisation's ticket exchange and refund policy for all cancelled/abandoned matches.
- Administration of any on-line sales.
- Ensure data is accurately entered into the ticketing and CRM systems
- Assist with the management of the members' mailings.
- Daily reconciliation of ticketing and membership sales, including provision of reports to the Finance department and Commercial Support Manager.
- Investigate and report any discrepancies found as a result of daily reconciliation.

Ecommerce & Retail

- Proactive approach to selling items in the clubs mobile shop - maximising sales opportunities
- Provide administration support to the clubs Ecomm team.
- To plan, pack, deliver and operate the Club Shop as a temporary retail outlet at the out-ground cricket festivals.
- Provide advice to the wider Commercial Team on suitable products for the Club Shop.
- Responsible for accurate stock control and undertaking of regular stocktake.
- Reconcile all financial transactions and report back sales, including provision of reports to the direct report.

Wider Commercial Team Support

- Help with the planning and delivery of the Shark Fan Zone
- Work in collaboration with the others to efficiently and effectively set up and dismantle the Shark Fan Zone
- Ensure adequate signage is prepared and displayed for each Match day.
- Be the Commercial Team representative at the Match Day Planning meetings.
- Assist with enquires relating to hospitality bookings, commercial sponsorship opportunities, Boundary Club Membership
- Assist with match day branding around the stadium including both digital and physical display units

Other Responsibilities

- Support all other parts of the Commercial unit where required.
- Roles could be as below (not limited to);
 - Provide administrative support to the Partnerships and Events team
 - Provide administrative support to the Marketing & Communications team – specifically supporting the delivery of the email / CRM and social media strategies.
- Any other task related to the role and business objectives that the Director of Growth may deem appropriate.