

# **JOB DESCRIPTION**

**JOB TITLE: Stadium Tours Front of House Exec**

**DEPARTMENT: Stadium Tours**

**REPORTS TO: Stadium Tours Business Manager**

**LOCATION: Tours Office, Stadium Store**

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## **Job purpose**

You will be part of the Manchester City Stadium Tours department responsible for Taking bookings, Selling Souvenir Photos and Front of House customer service.

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## **Key responsibilities**

- To sell tours tickets from the ticket office till.
- To manage the Stadium Tours inbox – answering all e-mail correspondence.
- To be fully conversant with the Stadium Tours bookings system.
- To process payments via the Stadium Tours bookings system.
- To upsell any additional Stadium Tour packages.
- To liaise with the operations department to ensure you are up to date with all tours developments.
- To take and sell souvenir photos
- To distribute and collect the media guides at the start of each tour
- To occasionally back up tours.

## **General responsibilities**

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times

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## **Key relationships**

### ***Internal***

- Head of Stadium Tours
- Stadium Tours Business Manager
- Stadium Tours Managers and Duty Managers
- Guiding Team.
- RSVP Call Centre.
- Representatives of all club departments

***External***

- Supporters / visitors
- Group Bookers
- Travel Trade
- Partners of the Club
- 3<sup>rd</sup> party suppliers.

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**Scope of job**

(Information relevant to understanding the scale of the job e.g. number of staff supervised, size of budget, number of events/projects managed)

You will be part of a team that delivers MCFC Stadium tours to over 80,000 visitors every year.

Location:	City Store, Etihad Stadium, Manchester.
Hours:	Tours Operate every day of the year except Christmas Day
Contract:	Part Time or Casual.

## Person Specification

**Job Title: Front of House Exec Stadium**

**Department/Location: Stadium Tours/Etihad**

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

### Essential

- Must have a good knowledge of IT systems and feel confident using a bookings system.
- A good level of numeracy skills.
- Cash handling experience.

### Desirable

- Knowledge of English and European football and Manchester as a City.

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

### Essential

- Exceptional customer service skills.
- Sales Experience
- Exceptional telephone manner.
- Excellent communication and interpersonal skills.
- Proficient in the use of a PC and MS Windows based applications.

### Desirable

- Experience of ticketing/bookings systems

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

### Essential

- Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.
- Pro-active and engaging style.
- A winning attitude.
- Strong 'can do' approach.
- A team player at all times.
- Remain calm under pressure
- High work commitment.
- Willing to self-evaluate and work towards continuous improvement.
- Commitment to equal opportunities.

### Desirable

- The ability to speak a second language.

Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.

### Essential

- Experience in a customer service organisation.

### Desirable

- Specific Ticket sales experience

Qualifications: the level of educational, professional and/or occupational training required
<u>Essential</u> <ul style="list-style-type: none"><li>• GCSE Maths and English - C grade or above.</li></ul> <u>Desirable</u> <ul style="list-style-type: none"><li>• Customer Service qualification.</li></ul>