



Job vacancy:	Commercial Assistant
Remuneration + benefits:	<ul style="list-style-type: none"> • £ Competitive Salary + Commission • Two season tickets • Free parking
Contract type:	Permanent Contract Monday – Sunday 37.5 hours per week, must be available to work all stadium matchdays and events.
Location:	Cardiff City Stadium

About us

Cardiff City Football Club is an established Championship Club with a rich history, located in the heart of Cardiff.

The role

We are now looking to recruit to the role of Commercial Assistant to assist the Commercial Department with all aspects of administration as well as supporting the hospitality and partnerships teams.

Role expectations

The successful applicant will have excellent organisational and time management skills and have the ability to work as part of a team or on their own initiative.

Reporting to the Hospitality & Events Manager, the Commercial Assistant will be expected to;

- Raise internal and external PO requests as requested by the Commercial team.
- Liaise with the Finance department to request and send invoices to fall in line with agreed sponsorship payment dates throughout the season.
- Take ownership of weekly debtors list for the Commercial department.
- Support the hospitality and partnerships teams with any tasks required.
- Ensure all ticketing and hospitality included as part of the Commercial Partners packages are fulfilled.
- Account for Commercial kit and send shirts out to sponsors within a timely manner.
- Assist hospitality customers, providing excellent customer service, via telephone, email and in person.
- Process additional hospitality tickets through the ticketing system.
- Assist hospitality customers with renewal of season tickets and taking payment.
- Coordinate the commercial mascot for each home fixture.
- Pre-matchday hospitality administration tasks including sending tickets and itineraries.
- Distribute hospitality tickets on matchday and assist with any customer purchases or queries.
- Carry out any additional duties and to be able to work flexible hours where the role of the job requires.
- Comply with all Club policies.
- Promote the Cardiff City Football Club brand and ethos in a professional, strong and positive manner.
- A commitment to equality and diversity in the workplace and a willingness to undertake all relevant equality and diversity training.

An ideal candidate will have;

Essential:

- A friendly, positive 'can do' and courteous attitude.
- Excellent organisation and communication skills and the ability to work under pressure.
- Good knowledge of computer programs such as Word, Excel, PowerPoint.

Desirable:

- Prior experience of working in an administrative role.
- Prior experience of providing customer service.
- Flexible attitude to work tasks and hours.
- The ability to learn new skills, manage business correspondence and confidential information.

**Equality Statement**

Cardiff City Football Club promotes equal opportunities in employment we positively welcome applications from all candidates regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

Safer Recruitment

Cardiff City Football Club operates a 'safer recruitment policy' and is committed to safeguarding and promoting the welfare of children and adults at risk and expects all staff and volunteers to share this commitment. All appropriate reference checks and Enhanced Level Disclosure and Barring Service (DBS) checks form a significant part of this recruitment process.

How to Apply

Should you feel that you have the necessary qualifications and experience required for the role and wish to apply for the position, please submit an application form which can be found at www.cardiffcityfc.co.uk/club/club-vacancies and a CV to advert@myjobvacancies.co.uk by **22nd July 2024**.

Please note that due to the number of applications we receive, only candidates selected for interview will be notified.