



Harlequins

Founded in 1866, Harlequins is a rugby club that is recognised around the world. Harlequins are currently ranked among the best Premiership rugby clubs in this country and Europe. The Club is a founding member of the RFU and boasts more presidents than any other club as well as a healthy dose of international players.

Harlequins is one of the most iconic and commercially strong brands in world rugby. Located a short distance from Twickenham Stadium and located on a major arterial route into/out of London, the home of Harlequins, The Twickenham Stoop, is a unique venue and Club that has a strong presence within the local community.

Success on the pitch demands even more success off the pitch so the Club is strengthening its customer facing staff. With a growing membership base, increasing utilisation of the Twickenham Stoop as an alternative venue and engagement with the local Community, the next few seasons are one of unprecedented opportunity for the Club. As a result, Harlequins is looking to appoint a Front of House Executive to become the first point of contact for all visitors and to help deliver outstanding customer service at the Stoop. The ideal candidate will have first class organisational and communication skills.

Job Title: Front of House Executive
Company: Harlequin FC
Salary: £18,000 per annum
Reporting to: Head of Supporter Engagement
Start Date: Immediate Start
Role Purpose: To welcome visitors to Harlequins and contribute to the customer experience ethos of the Club and to a customer centric and continuous improvement culture

Key Accountabilities:

- Answer or direct customer enquiries to the most relevant area of the Club to deal effectively with the enquiry.
- To be responsible for the reception area at the Twickenham Stoop Stadium during the week – meeting and greeting visitors.
- To project the Club's values and brand to all visitors demonstrating professionalism, warmth, competence and courtesy at all times.
- To work alongside the Ticketing team to help sell tickets to visitors throughout the week.
- To provide operational and administrative support with the day to day running of the office e.g. helping with mail and deliveries.
- Be responsible for co-ordinating and ensuring follow up on customer experience 'quick wins' to ensure frontline customer insight is fed into the Customer Experience team to the benefit of the whole Club.
- To provide operational and administrative support for the Ticketing and Membership teams; be responsible for the management of inbound Customer Service and Customer Experience email enquiries inboxes, answering and redirecting emails as required.





- Perform general administration duties; carrying out any other reasonable ad hoc duties in order to support the various Stoop based departments in order to support delivery of the Club's aims and objectives.

Skills and Knowledge:

- Proven track record delivering excellent customer service.
- Passion for delivering the best customer experience to all visitors to the Stoop.
- IT literate; Word, PowerPoint, Excel.
- Good organisational and planning skills.
- Excellent telephone manner.
- Ability to act as a role model in embodying core Club values and culture.
- Resilience and ability to adapt to changing business needs.
- Proactive attitude.

Behaviours

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Interpersonal sensitivity** - Interacts with others in a sensitive and effective way. Respects and works well with others.
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met.
- **Initiative Taking** - Takes action to achieve goals beyond what is expected; drives to bring issues to a successful closure; self-starter

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Please email your CV and a covering letter to jobs@quins.co.uk.

Only successful applicants to be invited for interview will be contacted. Closing date for all applications is Friday 1st February **2019**.