

The Role – Ticketing Operations Coordinator (Maternity Cover)

An exciting opportunity has arisen to join the Ticketing department as Ticketing Operations Coordinator. The successful candidate will provide operational ticketing support for The Open & AIG Women's Open, and any other R&A championships as required, providing a world-class experience to spectators in the build-up and upon entry to our championships. The successful candidate will lead on recommending and driving the R&A ticketing software system and the improvements thereof whilst collaborating with internal and external stakeholders where necessary, to align with the wider objectives to ensure a world-class delivery of our championships.

This is a full-time, 20 month fixed-term position working 35 hours per week.

This role is predominately Monday – Friday, however weekend working will be required onsite at The Open and AIG Women's Open.

This role will operate on a hybrid working basis, in line with company policy.

Please note, we may close applications early should we receive sufficient applications.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- Company Pension Scheme and Sick Pay
- Life Insurance Cover
- Enhanced Maternity/Partner Pay
- 35 Days Holiday Per Year
- Free tickets to The Open and AIG Women's Open each year (and other relevant R&A Championships)
- Cycle to Work Scheme
- Season Ticket Loan
- Contribution towards glasses for VDU use
- Discounts available across 800 UK retailers and local businesses

Who We Are Looking For

The ideal candidate will have the following experience and attributes:

- Experience working with systems is essential (preferably ticketing, booking or event systems within major sporting or live events).
- Knowledge of digital ticketing technologies including mobile apps and ticket delivery processes.
- Experience working collaboratively with internal and external stakeholders to deliver large scale projects, system enhancements, features and/ or integrations on time.
- Keen eye for detail, with a focus on data accuracy, system configuration, and ensuring a seamless customer experience.
- Strong interpersonal and communication skills, with the ability to build effective working relationships across teams.

- Familiarity of SSO platforms, user experience (UX) and website user journeys in the context of ticket purchase and delivery.
- Skilled in developing clear, accessible training materials and documentation to support internal stakeholder understanding and system usage.
- Experienced user of Microsoft Office, particularly Microsoft Excel.
- Scottish National 5 qualifications in English and Maths, or equivalent.
- Experience in analysing data to form recommendations for future improvement.

Everyone is Welcome at The R&A

We want to build a workplace where people from all backgrounds, perspectives and experiences can thrive. We welcome applications from everyone and are committed to providing an inclusive and accessible recruitment experience and workplace.

We're committed to making our recruitment process accessible. If there's anything we can do to help you participate fully in any stage of the process, please contact recruitment@randa.org. We'll be happy to discuss what would work for you.

How to Apply

Please send your CV, Cover Letter and Salary Expectations role to recruitment@randa.org