

The Role – Ticketing Customer Service Assistant

We are seeking a Ticketing Customer Service Assistant to be the first point of contact for ticketing customer service support for R&A Championships, providing a world-class service to customers and internal stakeholders throughout the year.

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

The contract dates for the role is as follows:

- Start Date: Monday 1 February 2027
- Contract End Date: Friday 24 September 2027

Key Responsibilities

- Deliver outstanding customer support for R&A Championships, guiding customers through their ticketing journey from account creation to ticket delivery across multiple communication channels.
- Respond to ticketing and customer service enquiries promptly, resolving first-line queries and escalating complex issues where required.
- Provide support and troubleshooting for the R&A Championships Ticketing App, ensuring a smooth customer experience.
- Assist with ticketing operations and customer service delivery for The Open, AIG Women's Open, and other R&A Championships.
- Support the wider ticketing team with administrative tasks and operational activities as required.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- 35 Days Holiday Per Year (pro-rata)
- 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 in a customer service role is desirable.
- Experience of working in an office-based role is beneficial.
- Experience of working with a booking or event system is advantageous.
- Knowledge of Microsoft Office (Word, Outlook and Excel) is essential.



Additional Information on the Role

- This role will be based at The R&A Global Headquarters in St Andrews.
- We operate on a hybrid working basis, with 3 days in the office, 2 days working from home. Initial training will be fully office-based.
- Working hours are Monday to Friday, 9am – 5pm. During peak periods (July and August) working hours will flex (earlier or later start/finish) and weekend working will be included. A full schedule will be provided in advance.

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 [email/contact]. We'll be happy to discuss what would work for you.

How to Apply

Please send your CV and Cover Letter to Recruitment@RandA.org