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| <b>Job Title:</b>      | <b>Ticketing Operations Coordinator (Maternity Cover)</b> |
| <b>Department:</b>     | <b>Championship Planning &amp; Experience</b>             |
| <b>Reporting To:</b>   | <b>Ticketing Manager / Head of Ticketing</b>              |
| <b>Direct Reports:</b> | <b>0</b>                                                  |
| <b>Version</b>         | <b>V2 15.10.2026</b>                                      |

### Job Purpose

To 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.

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.

### Key Accountabilities

- Contribute to the planning, development and delivery of key ticketing projects, including but not limited to – The Open's Ticket Ballot, digital ticketing apps and ticket fulfilment and the Ticket Resale Platform. Note, responsibilities may include leading or supporting these projects depending on business priorities and team capacity.
- Support the on-site delivery of ticketing operations at The Open and AIG Women's Open, including system set up, access control support, staff training and issue resolution.
- Coordinate with internal teams and third-party technical providers to ensure the timely delivery of new ticketing features, platforms and portals across all relevant workstreams.
- Collaborate with both internal and external stakeholders to create and deliver the various training programmes required for all ticketing portals, organising and delivering online tutorials for key user groups.
- Support the Ticketing team in product set up, testing and website journey flows to ensure a smooth user experience and successful product launches.
- Act as a key point of contact for Hospitality and Customer Services teams, providing guidance, system knowledge, and escalation support to ensure they can effectively communicate ticketing information and assist with complex queries.
- Lead the review and enhancement of The R&A ticketing systems and related processes by identifying annual development opportunities, assessing key product launch milestones, and recommending or implementing improvements to drive efficiency and long-term growth.
- Contribute to the creation, maintenance, and improvement of documentation processes, ensuring clear and up-to-date resources are available for relevant internal stakeholders.

## Resource

- Assist the Head of Ticketing with the planning, recruitment, rotas and training for temporary staff at The Open and the AIG Women's Open.

## Expertise

- 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.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.