



# Membership & Ticketing Manager

Manly Warringah  
Sea Eagles

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- **Iconic Sporting Club**
- **Lead the Membership Team to drive acquisition & retention**
- **Deliver the casual ticket sales process for home games**

## About the Manly Warringah Sea Eagles

The Manly Warringah Sea Eagles are an iconic Australian sporting organisation, and one of the most successful teams in the National Rugby League since entering the competition in 1947. The Sea Eagles boast a rich history and proud, loyal supporter base, and the excitement is already building for 2023.

## Membership & Ticketing Manager

The Sea Eagles are looking for a membership professional to lead a small but high-functioning team as Membership & Ticketing Manager. Reporting to the Senior Manager - Membership, Ticketing & Marketing and working in a fast-paced and exciting team environment, the primary focus of this role is to drive membership acquisition and retention, and implement the ticketing process for all home games whilst also ensuring the long-term satisfaction and engagement with all members and fans.

To be considered for this role you will have demonstrated success in a membership sales and servicing role within a professional sport club. The proven ability to meet KPI's and drive membership growth is required, with the ability to lead a small team (2) to meet key metrics. Whilst experience with ticketing builds is preferable, more important is the ability to be innovative in identifying opportunities to drive member and fan engagement in a way that promotes game day attendance and long-term club loyalty and affiliation.

You will be self-motivated with a 'can-do' attitude, and a demonstrated ability to manage competing priorities and demands of multiple stakeholders simultaneously whilst maintaining a high level of attention to detail and meet deadlines in a fast paced environment. The ability to work independently as well as collaboratively within the wider team structure, whilst effectively managing direct reports is key. Whilst an understanding of rugby league and the ability to "talk footy" would be beneficial, the ability to engage with people across a wide-ranging demographic is a must.

This is an exciting opportunity to engage NRL fans and ensure they value their membership of this iconic sporting club.



## Key Tasks

- Oversee the Membership team, set KPIs and delegate tasks to hit these KPIs, whilst also ensuring customer service and experience levels maintain a high standard.
- Focus on driving Membership numbers and casual ticket sales, working closely with the Marketing team, whilst also ensuring the long-term satisfaction and engagement of Members and fans.
- Identify opportunities to drive Member and fan engagement.
- Aim to improve Member customer experience through new initiatives, value add ons and building/improve current customer processes.
- Ensure existing Members are looked after in a way that promotes game day attendance and long-term Club loyalty and affiliation.
- Ongoing identification and development of new Membership programs and opportunities, and build marketing strategies to support this.
- Create ticket builds for all home games, process tickets for internal and external requests.
- Work with relevant stakeholders in relation to ticketing for home away from home games.
- Detailed Membership and ticket reporting.
- Work with the Game Day & Events team to plan and run Membership and fan events.
- Assist with inbound calls and email overflow during peak times.
- Resourcing and hiring of casual staff

There are also opportunities to work within, and experience other areas of the business which may be of interest, including Marketing, Events, Digital and Community.

## Selection Criteria

In addition to demonstrating **relevant experience across the core functional areas of responsibility identified in this Position Overview**, candidates applying for this role will require a range of personal and professional skills, including:

- Tertiary Qualifications in Sports/Business.
- Strong experience in a membership sales and retention role.
- Experience with Archtics or another CRM/Membership platform is essential.
- Previous work with a professional sports team or club.
- Strong organisational and leadership skills.
- Exceptional communication and attention to detail.
- Medium to Advanced skills with MS Office.
- A passion for sport and desire to grow the member base and give members the best experience possible.

## Residency & Immigration

Candidates must be an Australian Citizen / Permanent Resident or have unlimited working rights within Australia to be considered for this position.

## Location and Travel

This position is located in new offices in the Manly Sea Eagles Centre of Excellence at the North end of 4 Pines Park, 25 Federal Parade, Brookvale. On-site car parking is available. Travel to attend match days and other events may be required.

## Hours of Work

This is a full time position with a normal week of 38 hours. Given the unique nature of the sports industry, working outside of office hours will be required including attending all match days (home games) throughout the season and other job related activities from time to time. A degree of flexibility is required.

## Remuneration Guide

A remuneration package of \$80,000 per annum, inclusive of superannuation, will be available to the successful candidate, negotiable depending upon skill level and experience. At the time of applying, candidates are invited to indicate their current salary and salary expectations.

## Website & Social Media

For more information and news items on all facets of activities, services and programs, visit:

Sea Eagles website: [seaeagles.com.au](https://seaeagles.com.au)

Facebook: [facebook.com/ManlySeaEagles](https://facebook.com/ManlySeaEagles)

Twitter: [twitter.com/SeaEagles](https://twitter.com/SeaEagles)

Instagram: [instagram.com/manlyseaeagles](https://instagram.com/manlyseaeagles)

TikTok: [tiktok.com/@manlyseaeagles](https://tiktok.com/@manlyseaeagles)

## Please apply now to avoid missing out!

Please note Sportspeople Recruitment will commence screening and interviewing for this role immediately.

**If you are intending to apply, please do so now. We reserve the right to close the role as soon as sufficient merit applications are received.**

Candidates must complete and submit the COMPULSORY **Sportspeople Recruitment Application Form** at the time of applying. The form is available as a download at the Sportspeople Recruitment website listing for this role and contains questions against which we require your specific response prior to considering your application.

Sportspeople Recruitment prefers a 1-2 page letter of introduction and an accompanying CV of no more than 6 pages, merged into the Application Form as one MS Word file.

## Apply to

Your application should be sent electronically via the "apply now" link at the advertisement via **[sportspeoplerecruitment.com/jobs](https://sportspeoplerecruitment.com/jobs)**

## Enquiries

In the first instance general enquiries should be directed to **Scott Oakhill on 0408 258 337** or **FREECALL AU 1800 634 388** or **+61 2 9555 5000** or via **[jobs@peoplerecruitmentgroup.com](mailto:jobs@peoplerecruitmentgroup.com)**.

## About Sportspeople Recruitment

The Membership & Ticketing Manager, Manly Warringah Sea Eagles search and recruitment process is being managed exclusively by **Sportspeople Recruitment**.

Sportspeople Recruitment is a leading executive search and recruitment firm servicing sport business. Celebrating 26 years in 2022 our curated Talent Network has been developed as a result of successfully filling thousands of roles across the A-Z of sport business employers. We offer the most experienced Consultant team in the market available to assist with executive search, general recruitment, hiring strategy, remuneration planning and executive/Board advice.

We are delighted to have been appointed by the Manly Warringah Sea Eagles as the exclusive search partner for the Membership & Ticketing Manager position.

## Merit Recruitment

Don't meet every single requirement? Studies have shown women and minority groups are less likely to apply for jobs unless they meet every single qualification. **Sportspeople Recruitment has a reputation as a leader in merit recruitment.** Everything we do has a focus on presenting the best candidates to our client Employer whilst maintaining a commitment to do what we can to address the imbalance of under-represented groups in leadership positions.

If you believe you have what it takes to perform this job but don't tick off every single qualification and experience we've listed, we encourage you to focus on the strengths, experience, qualifications and soft-skills you do have as the reasons you should apply. Believe in yourself and if still in doubt call our Consultant for a quick chat or simply apply. Without an application we can't consider you and we'll never consider your application a waste of our time.

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