

Customer Experience Officer

Location: Rugby League Headquarters, Manchester

Hours: Part time, 27.5 hours per week

Salary: £10.42 per hour

Contract: Temporary (5-month Fixed Term Contract)

Rugby League Commercial manages all commercial aspects of UK Rugby League, including the Betfred Men's and Women's Super League and the Betfred Challenge Cup. We are seeking to appoint a Customer Experience Officer to support our Customer Experience team on a 5-month Fixed Term Contract. This role is 27.5 hours per week.

This is an exciting time to join Rugby League Commercial, following a highly successful Rugby League World Cup in England in 2022 and the sport recently announcing a 12-year strategic partnership with global management company IMG.

Principal duties will include, but not limited to:

- Answer and resolve calls to the Rugby League switchboard system.
- Provide appropriate responses to customer queries and complaints received via Rugby League Commercial central enquiries and ticketing mailboxes.
- Support the building and cataloguing of knowledge of customer FAQs.
- Use each customer interaction as an opportunity to improve customer contact record fullness and accuracy.
- Act as the link between the Customer Experience and Ticketing teams, providing support to the Ticketing team at peak times where needed.
- Support on-site delivery of central RL Commercial events (Sports Pres / Ticketing)
- Assist with driving RL Commercial's Customer Charter and meet SLAs / surpass targets.

Appointment may be made subject to a DBS check.

Working for the RL Commercial will provide you with the opportunity to get involved with a wide range of exciting events. We are a united workforce, striving for excellence in all that we do. We are not a 9-5 organisation and encourage our team members to actively participate across all levels of the sport in a professional and respectful way.

To apply please email your CV and cover letter to People.team@rfl.co.uk

The closing date for applications is 6th June 2023.

The RL Commercial welcomes applications from all suitably qualified persons but has a commitment to progress towards greater diversity within its workforce. If you are an applicant with disability who meets the essential requirements of the job, we will interview you. Please declare this in your cover letter. We would be pleased to receive applications in alternative formats. We would be pleased to receive applications in alternative formats.

