



Ticketing Lead

Hours: Full Time (Maternity Cover 9 Months FTC)

Salary: Competitive

Location: RL Headquarters, Manchester

An exciting opportunity has arisen to join the Ticketing team at RL Commercial.

Rugby League Commercial is responsible for delivering all commercial activity across UK Rugby League, including the Betfred Men's and Women's Super League, the Challenge Cup, and the England national teams (men, women and wheelchair).

We are now seeking a Ticketing Lead (Maternity Cover – Fixed Term Contract) to join our dynamic Ticketing and Customer Service team. This role will play a key part in supporting the delivery of ticketing operations and ensuring an excellent experience for fans and stakeholders alike.

The role is initially offered as a 9-month fixed-term contract, and will commence in mid-September.

Key responsibilities

- Work with the Managing Director, Director of Marketing & Communications, Marketing and Finance teams to develop ticket pricing matrices for all central events, ensuring alignment with revenue targets and budgets.
- Identify and deliver upsell and revenue optimisation opportunities across all events.
- Oversee the creation, configuration and ongoing management of all events within the ticketing system, ensuring accuracy and readiness ahead of on-sale.
- Ensure all stadium seating maps are correctly implemented and tested in advance of sales launch.
- Take ownership of system accuracy, performing regular testing and validation of event builds, pricing and changes.
- Liaise with Marketing, CRM, Social and wider teams to ensure coordinated and effective on-sale delivery.
- Act as the primary ticketing contact for stadiums and venues, ensuring successful integration with access control systems.

Key skills

- Minimum 3 years ticketing experience in the sports and/or entertainment world
- Experience of working on major events and tournaments
- Expert technical knowledge of ticketing systems and stadium ticketing planning
- Experience of managing customer services
- Knowledge of multiple ticketing systems; ideally Tickets.com
- Experience of combined access control and ticketing solutions

RL Commercial recognises the enhanced creativity, performance, and legitimacy of an organisation that embraces and celebrates diversity and are actively striving to realise these benefits across the whole organisation. We recognise that to fully deliver on our mission and be true to our guiding principles, we must be representative of the communities which we serve.

We have committed to achieving gender parity and greater diversity across the organisation and strongly encourage applications from suitably qualified candidates from under-represented sections of the community, whether based on sex, gender, race, disability, sexuality, lower socio-economic groups, or other characteristics. We would be pleased to discuss our culture and commitments with any interested individuals. 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.

This role is full time and based in Manchester, however due to the nature of the role, travel and flexibility with hours may be required. RL Commercial supports a flexible and hybrid working environment.

This is only a summary of the role as it currently exists and is not meant to be exhaustive. If you would like to be considered for the Ticketing Lead (Maternity Cover FTC) or have any questions, please email People.Team@rfl.co.uk with a CV and cover note/email outlining why you wish to be considered.

Applications close Sunday 19th July 2026