

TICKET OPERATIONS & REPORTING MANAGER

Permanent, Full-time

Department / Area: Marketing, Communications & Digital
Reports to: Support Services Manager
Location: Utilita Bowl & Hilton Southampton
Utilita Bowl, Botley Road, West End, Southampton,
SO30 3XH

The Role

We are seeking a detail-oriented, operationally excellent and fan-focused Ticket Operations & Reporting Manager to own and deliver ticketing activity across the Club's portfolio of matches and events.

You will be responsible for the administration and optimisation of the Club's ticketing platform (SecuTix), working closely with stakeholders across Support Services, Marketing, Commercial and Matchday Operations to ensure a seamless customer journey and commercial outcomes.

Key Responsibilities

- Manage all aspects of the Club's ticketing operations, including platform configuration, event setup, and customer access.
- Produce post-event analysis, sales reports and operational debriefs to support continuous improvement.
- Ensure GDPR-compliant data capture and feed ticketing insights into wider CRM and fan engagement plans.
- Serve as the primary administrator for SecuTix, ensuring accurate event builds, pricing structures, and inventory control.
- Oversee ticketing operations for matchdays and events, including entry management, scanning systems and customer flow logistics.
- Liaise with internal teams and third-party providers to coordinate the full fan journey from purchase to entry.
- Administer and fulfil internal ticketing requests (e.g., partners, media, staff, VIPs) through an organised and auditable process.
- Collaborate with Marketing and Commercial teams to optimise pricing strategies, upsells, promotions, and conversion rates.
- Respond to customer service enquiries and ticketing issues with professionalism and a solutions-led approach.
- Support the reporting workstream of the Digital Transformation project - working closely with stakeholders on data management and visualisations.
- Identify and implement operational efficiencies across ticketing workflows and partner processes.

Experience and Qualifications

Essential:

- Proven experience managing ticketing operations in a live events, sport, or entertainment environment.

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T 02380 472002 E recruitment@utilitabowl.com

- In-depth knowledge and hands-on experience using SecuTix or sports ticketing platforms.
- Strong working knowledge of Microsoft Excel, including use of formulas, PivotTables, data analysis and modelling, and large dataset management.
- Knowledge of PowerBI and/or similar industry leading reporting tools
- Experience delivering ticketing for large-scale events, with high-volume footfall and variable access types.
- Experience in data reporting, ticketing analytics and platform-based performance evaluation.
- Excellent planning and organisational skills with meticulous attention to detail.
- Strong stakeholder management across internal teams and external providers.
- Calm and confident under pressure, with a proactive and adaptable working style.
- Ability to work flexible hours, including evenings and weekends during the season.

Desirable / Preferable:

- Ticketing experience within a sporting environment.
- Familiarity with CRM and digital marketing tools.
- Experience supporting dynamic pricing and promotional campaigns.
- Educated to degree level or equivalent.

Considerations

All applicants must provide evidence to demonstrate that they have the Right to Work in the UK. Due to the nature of this role, sponsorship for overseas nationals cannot be provided.

Utilita Bowl is an equal opportunities employer. We are committed to employment practices and behaviours that encourage diversity, promote equality of treatment and eliminate unlawful and or unfair discrimination. If you would like to request any accommodations from application through to interview, please email

We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our organisation.

Hours Of Work

This role is based at Utilita Bowl. Standard hours are Monday – Friday, 9am – 5pm, with regular requirements to work evenings and weekends during the season for matchdays and major events.

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