







Ticketing Administrator

The Ticketing Administrator is responsible for assisting in the delivery of New Zealand Rugby's (NZR) ticketing programme while supporting the day-to-day management of related stakeholders and fulfilment of commercial objectives.

|  Location |  Team |  Leader |  Employment Type |  Direct Reports |  Span of Control |
|--|--|--|---|--|---|
| Auckland | Commercial | Ticketing Manager | Permanent/Full Time | Nil | Nil |
| Key Stakeholder Groups Internal: NZR Staff, National Teams External: Appointed ticketing providers, Provincial Unions, Super Rugby Clubs, International Rugby Unions, Stadium Personnel | | | | | |

What You Do

Ticketing

- Provide support across NZR's ticketing programme, including maintaining trackers and internal reporting documents in Excel and Smartsheet.
- Support the coordination and delivery of ticket allocations and stakeholder requests, ensuring all information is recorded accurately and managed in a timely manner.
- Assist with ticket sales reporting by compiling and maintaining accurate data from ticketing systems and internal reports.
- Support match-day preparation, including documentation, ticket distribution, and general coordination where required.
- Manage customer email enquiries, providing clear and helpful support on ticketing queries.

Working Relationships

- Support the Ticketing Manager in coordinating ticketing requirements with internal teams and external stakeholders.
- Assist with communication between NZR, ticketing providers, venues, and stakeholders to ensure information is shared clearly and in a timely manner.
- Work collaboratively across teams to support delivery of shared outcomes.
- Demonstrate a proactive approach to supporting others, particularly during quieter periods or where additional resource is required.
- Contribute positively to team culture and ways of working.

General

- Undertake other tasks as required to meet team or organisational objectives. (eg Smart Frame support)
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What You Bring

Key experience and skills include:

- 1-3 years experience in an administrative or support-based role
 - Strong organisational skills with the ability to manage multiple tasks and priorities
 - Confidence working with data and reporting, including maintaining trackers and preparing regular updates
 - Proficiency in Microsoft Excel
 - Ability to build effective working relationships and communicate clearly with a range of stakeholders
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