



Glasgow 2026 Commonwealth Games – Job Description

Job title:	Ticketing Manager
Division:	Corporate Services
Department:	Ticketing
Reports to:	Head of Ticketing
Location:	Glasgow (flexible working options available)

Background to the Glasgow 2026 Commonwealth Games

The journey to Glasgow 2026 starts now – and we want **YOU** to be part of it!

Get ready for a brilliant new era for the Commonwealth Games, blending world-class sport with a sustainable, future-focused vision. In under 350 days, Glasgow will transform into a global hub for sport and culture, welcoming 3,000 athletes from 74 nations, across 11 days of action, fuelled by the city's unstoppable energy and passion.

Glasgow 2026 is set to revolutionise the Games with a bold, 'Clyde Built' experience that reflects the city's resilience and innovation. This is more than just an event; it's a movement – a celebration of unity, equality, and sporting excellence. A movement that will not only deliver a world-class sporting experience, but will also create a lasting legacy, maximising social and economic benefits for the city and the Commonwealth.

Don't miss your chance to be part of something historic!

Joining the Glasgow 2026 team means being part of something extraordinary. This is an opportunity to shape the future of major sporting events, bringing the world together for 11 days of unforgettable competition and culture.

We have an exciting opportunity for an experienced Ticketing Manager to join the Glasgow 2026 team. You'll support the Head of Ticketing in delivering all aspects of the Glasgow 2026 ticketing programme. The role combines financial planning, pricing, and reporting with venue operations, access control, and customer service.

This is a delivery-focused role in a fast-paced, multi-stakeholder environment – perfect for someone with a broad understanding of ticketing in large sporting organisations, ensuring income targets are met while spectators enjoy a seamless experience.



Role Summary / Key Accountabilities

Finance & Strategy

- Support the development and monitoring of the ticketing revenue model
- Assist in building pricing strategies across venues and sports using demand analysis
- Contribute to sales and attendance forecasts, providing regular reporting for stakeholders
- Work with Marketing & Communications to align sales projections with campaign activity
- Support Finance in tracking budgets, revenue, and ROI

Operations & Delivery

- Support the planning and delivery of ticketing operations across all competition venues
- Assist with venue readiness, including staffing plans, overlay requirements, and equipment
- Work with Technology and Security teams to ensure access control and systems run smoothly
- Provide on-site operational support during Games-time to resolve ticketing issues quickly
- Help ensure ticketing operations meet accessibility and inclusivity standards

Stakeholder & Supplier Coordination

- Support management of the Ticketing Service Provider and other suppliers
- Assist with procurement and evaluation processes related to ticketing services
- Work closely with Venue Operations, Technology, Security, Marketing, and Commercial teams to integrate ticketing into wider Games delivery

Responsible for adhering to all company health and safety policies and procedures.

Responsibilities of the role may evolve during the lifespan of the Organising Company, and it is likely that the role profile will evolve with the changing needs of the OC.



Knowledge & Experience

Essential:

- Experience working in ticketing across both financial planning and operational delivery
- Experience working with suppliers and internal stakeholders in complex environments
- Familiarity with ticketing platforms, access control systems, and customer service processes
- Strong skills in Excel and data analysis, with an understanding of revenue modelling

Desirable:

- Knowledge of Ticketmaster platforms & services
- Previous experience supporting ticketing operations at major sporting events or large venues

Personal Characteristics

- Balanced commercial and operational mindset
- Strong analytical and numerical ability
- Organised and detail-focused
- Calm and solution-driven under pressure
- Excellent communicator and collaborator
- Committed to supporting an exceptional spectator experience
- Committed to supporting a safe, inclusive, and outstanding spectator experience.