

# Harrogate Town AFC

## JOB DESCRIPTION



<b>Job Title</b>	<b>Matchday Experience Volunteer (Harry Gator)</b>
<b>Department</b>	Matchday Operations
<b>Line Manager &amp; Reporting Procedures</b>	Iain Service (Community Development Manager)
<b>Contract</b>	Permanent / Part time
<b>Full Terms of employment</b>	To be discussed – upon successful application
<b>Hours of work</b>	3 hours on a matchday, plus community events/activities
<b>Basic pay</b>	N/A voluntary role – with benefits
<b>Holiday entitlement</b>	To be discussed
<b>Key relationships</b>	Iain Service – Community Development Managers, Supporters and the general public.
<b>Purpose of the job</b>	To engage with our core fan base and carry out duties on Harrogate Town AFC home matchdays, schools and at external events. The role will involve maximising the enjoyment and excitement of a matchday. Helping us carry out important functions and growing fan engagement.
<b>Key Tasks &amp; Responsibilities</b>	<p><b>General Duties:</b> To represent Harrogate Town AFC at both the CNG Stadium on a matchday and at events away from the stadium .</p> <ul style="list-style-type: none"> <li>• To engage young supporters in a friendly and welcoming manner</li> <li>• To perform all duties in a responsible manner and not undertake any duties that would damage the reputation of Harrogate Town AFC.</li> </ul> <p><b>Summary of Duties</b></p> <ul style="list-style-type: none"> <li>• To be present on matchdays to meet and greet our young fans and their families as directed by the Community Manager</li> <li>• To be present for photo opportunities in and around the stadium, and encourage crowd participation.</li> </ul>

## GENERAL INFORMATION

The Employee must at all times carry out his/her responsibilities with due regard to Harrogate Town AFC policies and procedures.

The Employee must act to protect all young people and vulnerable adults that are in their care, following the club's Safeguarding and Child Protection Policy at all times. The Employee must report any misconduct or suspected misconduct to the Safeguarding Manager.

The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst Employees and customers.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the club.

## JOB DESCRIPTION AGREEMENT

I can confirm that I have read, understand and agree with the job description and that I will adhere to it at all times.

Employee's Name:	Employee's Signature:	Date:
Line Managers Name:	Line Managers Signature:	Date:

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## PERSONAL SPECIFICATION

Qualifications		Mandatory	Desirable
<b>Knowledge &amp; Experience</b>			
1	Experience at working at public events		✓
2	Experience helping and communicating with members of the public	✓	
3	Knowledge of football and a genuine interest in Harrogate Town AFC		✓
4	A passion for Harrogate Town AFC and success of the club	✓	
<b>Personal Qualities &amp; Skills</b>			
5	Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships	✓	
6	Have a polite and courteous manner and a personable approach	✓	
9	Energetic and forward thinking		✓
7	Can offer solutions to problems, using initiative and common sense	✓	
8	Willing to work in high pressure situations	✓	
9	Confident, positive and happy speaking/interacting with people	✓	
10	Be organised and have good time management skills	✓	
11	Reliable and dependable at all times	✓	
12	Honest, reliable and trustworthy	✓	
<b>Other Requirements</b>			
13	Be available for occasional midweek community visits		✓
14	A willingness to learn and develop as an individual	✓	
15	DBS Clearance	✓	
16	Applicants must be aged 18 or over	✓	
17	Able to carry out physical work, and work in a costume	✓	
<b>Safeguarding</b>			
18	To have due regard for safeguarding and child protection policies, including the welfare of children and young people	✓	
19	All new employees are subject to DBS checks, with our safeguarding officer.	✓	