

Harrogate Town AFC

JOB DESCRIPTION



Job Title	Matchday Experience Volunteer
Department	Matchday Operations
Line Manager & Reporting Procedures	Iain Service (Community Development Manager)
Contract	Permanent / Part time
Full Terms of employment	To be discussed – upon successful application
Hours of work	3 hours on a matchday, plus community events/activities
Basic pay	N/A voluntary role – with benefits
Holiday entitlement	To be discussed
Key relationships	Iain Service – Community Development Managers, Supporters and the general public.
Purpose of the job	To help to deliver our matchday experiences for children, young people and guests. The role will involve maximising the enjoyment and excitement of a matchday. Helping us carry out important functions and growing fan engagement. This may involve assisting in the co-ordination of mascots, flag bearers, flag wavers and any other activity taking place on a matchday.
Key Tasks & Responsibilities	<p>General Duties: To represent Harrogate Town AFC at the CNG Stadium on a matchday:</p> <ul style="list-style-type: none"> • To engage with supporters in a friendly and welcoming manner • To perform all duties in a responsible manner and not undertake any duties that would damage the reputation of Harrogate Town AFC. <p>Summary of Duties</p> <ul style="list-style-type: none"> • To be present on matchdays to meet and greet our fanbase as directed by the Community Manager <p>Assist Community Manager in organising any of the following:</p> <ul style="list-style-type: none"> - Mascots - Flag bearers - On pitch presentations and pre-match events <p>Assisting giving out as necessary any media e.g. leaflets, flags etc. to match goers.</p> <p>Any other duties that may arise on Match days</p>

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:

Harrogate Town AFC

PERSONAL SPECIFICATION

Qualifications		Mandatory	Desirable
Knowledge & Experience			
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	✓	
Personal Qualities & Skills			
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	✓	
Other Requirements			
13	Be available for occasional midweek community visits		✓
14	A willingness to learn and develop as an individual	✓	
15	DBS Clearance (if above the age of 18)	✓	
16	Applicants must be over the age of 16	✓	
17	Able to carry out physical work, and work in a costume	✓	
Safeguarding			
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.	✓	