



JOB TITLE	Local Hero; Matchday Greeter
DEPARTMENT	Matchday Experience
RESPONSIBLE TO	Matchday Experience Coordinator
RESPONSIBLE FOR	This role currently has no direct reports

JOB SUMMARY

Meet and greet visitors around St. James' Park, providing accurate information in a helpful, friendly and courteous manner to ensure that everyone feels welcome and has the best possible matchday experience.

ROLE RESPONSIBILITIES

- Proactively welcome visitors to the Stadium, maintaining awareness of surrounding area at all times and monitoring the crowd for anyone who needs support;
- Provide clear and accurate information to visitors in a helpful, friendly and courteous manner;
- Direct spectators to the relevant stands and turnstiles, helping them to find their seats and other facilities within the venue through a good understanding of the Stadium's layout;
- Help visitors find their onward destination through a sound understanding of the local areas;
- Provide information on local amenities such as public transport, toilets, cash machines etc.;
- Refer visitors to the appropriate member of staff if help is required outside of the remit of this role.
- Remain in your allocated position at all times;
- Attend home league games held at the Stadium on dates and times as required and directed by the Matchday Experience Coordinator;
- Attend events held at the Stadium on dates and times as required and directed by the Matchday Experience Coordinator;
- Attend pre-match briefings, listening to any additional safety information relevant to the matchday or event.

ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements;
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

**QUALIFICATIONS, KNOWLEDGE, SKILLS, EXPERIENCE, OTHER REQUIRED****ESSENTIAL**

- Ability to communicate effectively within a large, diverse audience;
- Customer focused with experience in a customer facing role;
- Experience dealing with customer enquiries;
- Experience working / volunteering within the local community;
- Passion for NUFC and the local community;
- Must be flexible and able to attend all homes matchdays.

DESIRABLE

- Knowledge of St. James' Park and local area;
- Experience of working with groups facing barriers to activities or social engagement, from a diverse range of backgrounds;
- Understanding of safeguarding issues;
- Ability to work autonomously;
- Experience coordinating a small team;
- Customer service qualification;
- GCSE, or equivalent, Level C or above in maths and English.

HOURS OF WORK

- 2.5 – 3 hours per match;
- Commitment to attend all home matchdays and events as required.

ROLE STIPULATIONS

- It is important to remember to remain impartial and not join in with crowd celebrations or chants;
- Unless in extreme conditions you are not permitted to eat, drink, chew or smoke on duty;
- You should not consume alcohol before or during the matchday or event;
- Use of obscene or offensive language is not permitted;
- Unless in an emergency situation you are not permitted to use your mobile phone whilst on duty;
- During the course of employment you may be placed in an area where you are witness to privileged information, you are not permitted to make social media posts or other communications which may contain confidential or sensitive information relating to the Club, the Team or Manager, other member of Club staff, hospitality client/guest and/or spectator;
- Avoid physical contact, wherever possible, of any spectator who may be a minor.
- You are advised not bring valuables or large amounts of money to the work place, the Club will not be held responsible for loss or damage of personal items.

DRESS CODE

- You are asked to dress in appropriate clothing when attending a matchday or event (no team colours are permitted and please consider the weather when dressing for your shift);
- Certain items of clothing will be issued to you which you must wear during your shift;
- You are advised not to wear jewellery for health and safety reasons, the Club will not be held responsible for injury as a result of wearing jewellery or loss of jewellery.



GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore all convictions, including all spent convictions that may not be subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

EQUALITY STATEMENT

The Club is also committed to equality and diversity and believes in equal opportunities for all. We require all staff, volunteers and others associated with the Club to share and endorse this commitment.

You are required to ensure a positive attitude towards equality and diversity at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.

DECLARATION

I acknowledge receipt of this job description. I have read, understood and agreed the terms outlined above. I understand that I must adhere to the requirements of this role for the duration of my employment. I further acknowledge and understand that the requirements of this role will change and evolve over time and that I must adhere to the requirements of the role as they apply from time to time. I also acknowledge and agree that I may be issued with an alternative job description to reflect my role as it changes over the course of my employment.

Following an offer, and acceptance, of employment I acknowledge and agree that I may be added to one or many of the different software system providers that the Club uses (which may change from time to time) in order to administer my employment, to facilitate my role and my employee benefits and for the purposes of effective communications.