



# MORECAMBE FC COMMUNITY SPORTS

## MATCH DAY EXPERIENCE VOLUNTEER

**Responsible to:** Community Sports Team  
**Hours;** 90 mins per match day (midweek and weekends)  
**Location:** Mazuma Stadium Morecambe

### **Job Purpose:**

To deliver a high-quality match day experience for home and away spectators prior to kick off and to support club and community events based at the stadium

### **Main Duties and responsibilities;**

- To engage with spectators on a match day and deliver a warm welcome
- Provide information and advice about the Stadium and facilities
- Deliver excellent customer service.
- Signpost visitors to entrances, ticket office, club shop and on-site bar / catering outlets

### **Benefits**

- Free ticket for the match that you are volunteering for
- Access to exclusive club events
- Discounted refreshments during the match you are volunteering for
- Training and development opportunities

## PERSON SPECIFICATION

	<b>Knowledge &amp; Experience</b>	Essential	Desirable
1	A passion for Morecambe Football Club	✓	
2	Experience helping and communicating with members of the public		✓
	<b>Personal Qualities &amp; Skills</b>		
3	Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships	✓	
4	Excellent customer service skills	✓	
5	Outgoing and friendly	✓	
6	Can offer solutions to problems, using initiative and common sense	✓	
7	Willing to work under pressure	✓	
8	Confident, positive and comfortable interacting with people	✓	
9	Be reliable and flexible	✓	
10	Be over 18 years of age	✓	
	<b>Safeguarding &amp; Equality</b>		
11	To have due regard for the safeguarding and welfare of children, young people and vulnerable adults	✓	
12	To demonstrate the clubs values regarding equality, diversity and inclusion	✓	
13	Satisfactorily complete a DBS Check	✓	
14	Able to provide referees	✓	

The Volunteer must at all times, carry out their responsibilities within the guidelines of Morecambe FC's policies, procedures and values

The Volunteer must act to protect all young people and vulnerable adults that are in their care, by always following the Club's Safeguarding Policy.

The Volunteer must be committed to equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation, or harassment and to promote positive working relations amongst employees, Volunteer and customers.

The above Role Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the Club