



Job Title:	Matchday 'Here to Help' Team Member
Department:	Operations
Reporting:	Operations Manager
Location:	Brentford Community Stadium
Salary:	£10.85ph

Background

Brentford Football Club is a Premier League football club based in the London Borough of Hounslow. The Club was founded in 1889 and has been through a period of great change in the past year. Brentford moved to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporate guests, and the community in the summer of 2020, having previously played at their historic Griffin Park home for 116 years.

At the end of the first season in the new stadium, Brentford won promotion to the Premier League. The Club's first season in the top flight of English football since 1947 will start in August 2021. Promotion and a move to a new stadium are parts of a longer-term vision that aims to see Brentford FC sustain top level football on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area

The Role of the Matchday 'Here to Help' Team

Engaging with supporters and helping them enjoy their matchday experience at the Brentford Community Stadium.

Main Accountabilities

- Welcoming spectators to the Brentford Community Stadium for both Brentford FC and London Irish fixtures.
- Assist fans with wayfinding
- Answering general fan questions and enhancing the spectator experience
- Assisting with ticket enquiries
- Supporting accessibility needs



General Club Accountabilities

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDPR and PECR)
- To ensure compliance with all Club and regulatory requirements related to safeguarding, and to ensure the Club's safeguarding processes are followed in the event of any safeguarding concerns.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- To keep confidential any information gained regarding the Club and its personnel
- To maintain a flexible approach to work at all times

Key Internal Relationships

- Operations
- Ticketing

Person Specification - Essential Personal Characteristics

- Experience in a customer facing role
- Excellent communication skills
- The ability to think on your feet and deal with conflicts quickly and efficiently
- The ability to work as a team and individually when required
- The ability to work under pressure
- Fast learner

Person Specification - Desirable Characteristics

- Experience dealing with Crowd Management
- Experience with Stadium Operations
- Experience in Public Speaking
- Experience with Radio Etiquette

To apply please submit your CV to the application below, please ensure you upload your CV prior to submitting the application:

<https://hr.breathehr.com/v/matchday-here-to-help-team-member-17782>

Closing date: 26 July 2021