



Job Title:	Sensory Room Casual Assistant
Department:	Fan and Community Relations
Reporting:	Community Manager
Location:	Brentford
Salary:	Competitive – hourly

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 Sensory Room Assistant

The purpose of Sensory Room is to enable children and adults who have sensory processing issues to enjoy football in a calm environment. We expect a large proportion of users will be affected by autism spectrum disorder, but other conditions may also be present. The Sensory Room Assistant will work at Brentford FC home matches and shifts will be approximately 5-6 hours long. They will work as part of a small team that will be responsible for ensuring our supporters using our Sensory Room receive the best possible service each time they visit the stadium. They will be the first point of contact for supporters using the Sensory Room and will help facilitate the best experience for families and individuals.



Main Accountabilities

- Set up the room pre-match and clear the room post-match ready for other users
- Greet all Sensory Room visitors in a warm, genuine, and friendly manner
- Support families wishing to watch the match together, not to replace parents who simply want to watch the match
- Support families and individuals to access the activities available within the room in a safe and considerate manner
- Work with other staff, specifically stewards and the catering team, to provide refreshments and access to the room along with other parts of the stadium
- Ensure that Sensory Room visitors receive a positive experience and enjoy the full matchday from arrival, the match itself and leaving the stadium

General Club Accountabilities

- Ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDPR and PECR)
- Ensure compliance with all relevant legal, regulatory, ethical and social requirements
- Build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- Keep confidential any information gained regarding the Club and its personnel
- Maintain a flexible approach to work at all times

Key Internal Relationships

- Fan and Community Relations team
- Matchday stewards
- Catering team
- Other matchday staff

Person Specification - Essential Personal Characteristics

- Good communication skills with the ability to engage with customers and colleagues
- At least two years' experience of working with children/adults with sensory processing issues
- Demonstratable understanding of autism spectrum disorder and experience of working with individuals with autism
- Confident and outgoing personality
- Ability to manage own time effectively
- Flexible and willing to take on ad-hoc tasks



- Ability to understand the needs of both parents/carers and children/adults using the Sensory Room
- Experience of working with individuals one-on-one and managing difficult situations that may arise

Person Specification - Desirable Characteristics

- Qualifications in a related field

Safeguarding

- The role will require a valid Football Association DBS check, or the candidate will need to undertake one through the Club before they start work
- Club safeguarding training must be completed before starting this role

How to apply:

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Submit your CV to the link below:

<https://hr.breathehr.com/v/sensory-room-assistant-18875>

Application closing date is 01 October 2021

Any applications with an attached CV will not be considered

Brentford FC is aiming to be the most inclusive Club in the country. It would be great if you could spend a couple of minutes to complete our Equality and Diversity Monitoring

Questionnaire using the link below:

<https://forms.office.com/r/yvTE3Ua2vG>