

**JOB TITLE**

Local Hero (Matchday Greeter)

DEPARTMENT

Supporter Experience

RESPONSIBLE TO

Local Heroes Coordinator

RESPONSIBLE FOR

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 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 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 as directed by the Local Heroes Coordinator.
- Attend events held at the Stadium on dates and times as required as directed by the Local Heroes Coordinator.
- Attend pre-match briefings, listening to any additional safety information relevant to the matchday or event.
- Any other reasonable duties.



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.

QUALIFICATION, KNOWLEDGE, SKILLS EXPERIENCE

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 home matchdays

Desirable

- Knowledge of St James' Park and local area
- Understanding of safeguarding issues
- Ability to work autonomously
- Customer service qualification

HOURS OF WORK

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

CRIMINAL RECORD CHECK REQUIREMENT

This role does not require a criminal records check (CRC).



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.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at www.nufc.co.uk/UnitedAsOne .