

**Job Description**  
**HTAFC Here to Help Team member**

**Hours-** 2.5 hours before kick-off on HTAFC matchdays and 30 minutes after the final whistle  
(please note on occasion the role may run slightly past kick off)

**Salary-** £8.50 per hour

<b>Job title</b>	'HTAFC Here to Help' team member	<b>Department</b>	Supporter Services
<b>Position and reporting line</b>	Member of the 'HTAFC Here to Help' team	<b>No of direct reports</b>	3- Supporter Liaison Officer, Supporter Services Executive and Supporter Services Manager
<b>Purpose of role</b>	To ensure that people who visit the John Smiths Stadium on Huddersfield Town home match days have a great experience. Our 'Here to Help' team will provide a friendly welcome and give information to visitors, assisting with a range of enquiries including directions, facilities and tickets.		
<b>Key relationships</b>	<p>Internal – Other members of the 'Here to Help' team, Supporter Liaison Officer, Supporter Services department, other HTAFC staff</p> <p>External – KSDL staff, KUDOS staff and other match day service providers, HTAFC supporters and away supporters</p>		

<b>Key Tasks</b>	<ul style="list-style-type: none"> <li>- Work together with the rest of the 'Here to Help' team, the Supporter Liaison Officer and the Supporter Services department to create a welcoming matchday experience</li> <li>- Give helpful information and advice- e.g. turnstiles, ticket info, toilet facilities, directions etc. and answer supporters questions</li> <li>- Be a welcoming, proactive and positive presence</li> <li>- Be a friendly face to both home and away supporters and embody and convey the ten HTAFC values which are: Honesty, Integrity, Trust, Commitment, Pride, Respect, Quality, Value, Success and Character</li> <li>- Escort Terry and Tilly the Terrier around the ground and engage with younger fans and families</li> <li>- Hand out literature/stickers/leaflets etc.</li> <li>- Meet guests</li> <li>- Support with accessibility if required</li> <li>- The employee may from time to time be required to carry out other duties which would be deemed reasonable to meet the needs of the football club on matchdays</li> </ul>
<b>Personal attributes and behaviour</b>	<ul style="list-style-type: none"> <li>- Good knowledge of the football club, Stadium and local area</li> <li>- Friendly and approachable</li> <li>- Good communicator</li> <li>- Able to work on your own but also as part of a team</li> <li>- Ability to be flexible in your hours of work</li> <li>- Be trustworthy and adhere to the Club's Code of Conduct and Ethics</li> <li>- Adhere to protocol and respect confidentiality in all matters</li> <li>- Display high standards of behaviour and appearance and encourage the same from others</li> <li>- Have a commitment to safeguarding and promoting the welfare of children and young people</li> <li>- Be respectful of characteristics under the Equality Act 2010</li> </ul>
<b>Important Information</b>	<p>Huddersfield Town Associated Football Club (HTAFC) is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. If this role involves the supervision of and work with children and young people or vulnerable adults you will require an Enhanced Criminal Records Check (CRC) through the Disclosure and Barring Service (DBS) and clearance for work in football by The FA. As such, this post is exempt for the rehabilitation of Offenders Act (1974) and the applicant must disclose all previous convictions including spent convictions.</p>

	<p>HTAFC is a diverse Club that respects all characteristics under the Equality Act 2010; we want everyone to feel valued and included within the Club and to achieve their full potential. HTAFC has a zero-tolerance approach to any form of discrimination and commits itself to the redress of any inequalities by taking positive action where appropriate.</p>
--	--