

Job Description

Post Title

Partnerships Coordinator

Department/Location

Commercial, the John Smith's Stadium

Reports to

Head of Partnerships and Business Development

Purpose of the Role

To ensure contractual rights are delivered by working closely with all internal departments.

The Partnerships Coordinator will facilitate the delivery of contractual obligations, while working closely with other club departments to ensure efficient and effective lines of communication between partners and the Club.

The post holder will play a key role in developing effective relationships with clients and all stakeholders, both internally and externally, and portraying a high quality, professional image, and experience at all times.

The post holder will also support the Club's aspirations in terms of Equality, Diversity, and Inclusion (EDI), by ensuring that all Club partners subscribe to inclusive ways of working and that diversity is a guiding principle in determining those client relationships to develop and maintain.

Functional Links

Internal: Commercial team
Ticket Office
Football Operations
Retail team
Finance team
Marketing and Communications team
All staff and managers in the Club and the Huddersfield Town Foundation

External: External partners and prospective partners
Suppliers (e.g., signage, print and tech partners)
Supporters
Venues and vendors
Kirklees Stadium Development Limited (KSDL)

Key Performance Indicators

- Fulfilment of contracted rights (%) across the board.
- 100% accuracy of artwork and partner assets.
- Retention of commercial partners year on year.
- Customer Service (NPS or similar).



The Club's Official Charity

Role Specific Responsibilities

The post holder is required to:

- Ensure our partners are maximising their contracted rights and that we are delivering all aspects to the best of our ability.
- Fulfil partner requests for tickets, merchandise, and other items in line with contractual obligations.
- Work with internal stakeholders, including Marketing and Communications, to ensure commercial communications are tracked, and share relevant content (including photography and videos) with partners throughout the season.
- Understand and oversee the execution of our commercial contractual obligations from external parties including, but not limited to, the English Football League (EFL), SkyBet, Sky Sports and The Football Association (the FA).
- Collate schedules and ensure accuracy of playlists for match day activation across the Club's LED system, big screen, and any other digital inventory.
- Support in the development of mid-season and end of season reports for core partners, which demonstrates fulfilment of partnership contracts, delivery rights, and associated media values.
- Own and develop a calendar of events and activations, planning when and how commercial activations can happen.
- Develop and maintain effective and professional relationships with internal and external stakeholders.
- Maintain a flexible approach to work and be willing to work unsociable hours on occasion to fulfil the demands of the role.

This job description is not intended to be exhaustive, and the post holder is required to undertake any other duties as may reasonably be required by the Head of Partnerships and Business Development, or any other senior leader/Director within the Club, commensurate with the level of the post.

Behaviour/Conduct

The post holder is required to:

- Be proactive with workload and interventions.
- Seek to continually develop their skills and knowledge.
- Adopt an organised and structured approach to fulfilling the duties and responsibilities of the role.
- Communicate appropriately at all levels.



The Club's Official Charity



The Club's Official Charity

- Be flexible to fit the development and growth of the organisation.
- Be flexible in hours of work.
- Be trustworthy and adhere to the Club's Code of Conduct and Ethics.
- Adhere to protocol and respect confidentiality in all matters, also protecting any data relating to the area of work in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018.
- Consistently demonstrate high standards of behaviour and appearance and encourage the same from others.
- Demonstrate a commitment to safeguarding and promoting the welfare of children and young people.
- Respect others and behave in an inclusive and non-discriminatory manner, taking account of all protected characteristics, as specified in the Equality Act 2010.

Additional Information

Safeguarding:

Huddersfield Town Association Football Club (HTAFC) Ltd. is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

The post holder will be required to undergo Safeguarding Training, to be agreed with the Head of Safeguarding.

Equality, Diversity, and Inclusion:

Huddersfield Town AFC and the Huddersfield Town Foundation are diverse environments in which we respect all characteristics under the Equality Act 2010; we want everyone to feel valued and included within the Club and Foundation and to be able to achieve their full potential.

We have a zero-tolerance approach to any form of discrimination, and we are committed to the redress of any inequalities by taking positive action where appropriate. All employees are required to support and uphold this zero-tolerance approach and contribute to our 'Terriers Together' Equality, Diversity, and Inclusion Strategy.

The post holder will be required to sign and return a copy of this document to the Human Resources Manager on accepting an offer of employment.

Accepted by:

Name (Printed)

Name (Signed)

Date

This Job Description was updated in November 2023.

The proposed review of this Job Description is July 2024.

Person Specification

Post Title
Partnerships Coordinator



The Club's Official Charity

Area of Expertise	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of liaising with people in a wide range of industries and professions, in a polite, courteous, and respectful manner. 	<ul style="list-style-type: none"> • Previous experience in a sporting environment • Previous and proven track record in successful account management and effective client relationships
Education and Training	<ul style="list-style-type: none"> • A good standard of general education including GCSE English and Maths or equivalent. 	
Specific Skills and Knowledge	<ul style="list-style-type: none"> • Excellent organisation skills. • Exceptional attention to detail. • Some knowledge of the competitive football landscape in terms of commercial obligations. • Proficiency in all Microsoft Office applications. • Excellent communication skills, both written and verbal. • Well-organised with the ability to manage own workload and multiple projects simultaneously. • Able to maintain accurate and up to date records of daily, weekly, and monthly activity. • Able to work under pressure and to meet deadlines. 	



The Club's Official Charity

Area of Expertise	Essential	Desirable
Additional Requirements	<ul style="list-style-type: none">• Flexible approach to work and working hours, to meet the demands of the role.• Professional appearance.• Able to travel to a wide range of locations, using own or public transport.• Committed to equality and diversity initiatives, and inclusive practice.• Committed to safeguarding children and young/vulnerable adults, and suitable to work with individuals in these groups.	

