

Huddersfield Town AFC – Match Day Staff



The Club's Official Charity

£9.50 per hour + holiday pay
Casual contracts with variable hours
Based at the John Smith's Stadium

We are currently recruiting for casual staff to work on match days and at other times, on an ad hoc basis as required. Positions are available in the following departments:

Hospitality – Match Day Hosts

Our Match Day Hosts are responsible for ensuring that all guests have the ultimate match day experience from the best seats in the house, receiving the highest-level customer service. Applicants must be passionate about providing an enjoyable and memorable experience for guests, approaching all that they do with a positive, can-do attitude.

Retail – Retail Assistants

Working in our thriving retail store, candidates will be required to provide excellent customer service, ensuring the environment is welcoming and respectful of all. The role encompasses all duties associated with a retail outlet, including customer interaction, handling money, maintaining a clean and welcoming environment and keeping the overall presentation of the store at a high standard.

Supporter Services – Here to Help Team

The Here to Help Team is crucial to providing an enjoyable and safe match day experience for all supporters irrespective of age, disability, gender, or any other characteristic. Team members work in a 'front of house' capacity and are often the first point of contact for advice and guidance. Candidates must have excellent communication and interpersonal skills and be confident in face-to-face interaction.

Ticket Office – Ticketing Assistants

Working in our busy Ticket Office candidates will provide excellent service to all customers, with the primary focus being ticket sales and associated tasks, including assisting supporters with any individual needs, particularly those relating to health and/or disability.

Our staff work flexibly and across different departments as required thus an expression of interest in one area may still require successful candidates to be amenable to working in other departments on request.

We receive a high volume of applications for our vacancies and as such we encourage you to ensure that your application details how you feel you match our requirements. The volume of applications received prevents us from being able to provide feedback at short-listing stage. Please ensure that your application is:

- Fully completed.
- Accurate in terms of content and presentation.
- Tailored for the requirements of the role – Section 6 of the application form should reflect the area(s) of work in which you are interested and contain details of relevant skills, experience, and personal qualities that you would bring to the role/organisation (please follow the instructions on the application form).

- Submitted by the specified deadline.

Safeguarding

Huddersfield Town is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Some roles involve the supervision of and work with children and young people or vulnerable adults, thus successful candidates may require clearance to work in football and an Enhanced Criminal Records Check (CRC) through the Disclosure and Barring Service (DBS).

Applicants must disclose all previous convictions including spent convictions in accordance with the associated legislation. The amendments to the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (2013 and 2020) provide that when applying for certain jobs and activities, certain convictions and cautions are considered 'protected'. This means that they do not need to be disclosed to employers, and if they are disclosed, employers cannot take them into account.

Guidance about whether a conviction or caution should be disclosed can be found on the Ministry of Justice website.

Equality & Inclusion

Huddersfield Town AFC is committed to promoting a diverse and inclusive community – a place where everyone can be themselves and in which everyone feels valued, included, and supported to achieve their full potential. We offer a range of family-friendly and inclusive employment arrangements, and we have a zero-tolerance approach to any form of discrimination.

We are committed to the redress of any inequalities by taking positive action where appropriate.

We are a Disability Confident Leader and welcome applications from candidates with a disability. We are also seeking to diversify our workforce, in particular by gender and ethnicity.

Further information about the Company, and what it is like to work with us can be accessed from the Careers section of our website:

<https://www.htafc.com/club/careers/>

To apply, please request an application form by email to jobs@htafc.com Alternatively, you may download an application form from the Careers section of our website. Completed applications must be submitted by **12 noon on Thursday 30th June 2022**.

Short-listed candidates will be invited to attend an interview; interviews are likely to take place in early July 2022.



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