**Appendix A - Job Description and Person Specification**

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| **Job title** | Positive Behaviour Ambassador(s) |
| **Reports to** | Head of Compliance & Inclusion |

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| **Role purpose(s)** | |
| We are looking for 4 attentive individuals to join our team as Positive Behaviour Ambassadors. The key purpose of this role is to conduct ‘mystery shop’ style observations in grassroots football to help and support us in our mission to ensure that football in our area is 100% Positive.  Positive Football Ambassadors are responsible for assessing the sporting environment at grassroots football games while posing as ordinary members of the public. You will also be required to submit reports on your findings in a timely manner.  To be successful as a Positive Behaviour Ambassador, you should be detail-oriented and possess excellent communication skills, while it will also be beneficial to have the ability to multitask, as you will complete reports during the observation period.  In this role, it is also vital that you have the ability to remain impartial at all times | |
| **Direct reports** | N/A |

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| **Location** | Grassroots Football sites/venues throughout Newcastle Upon Tyne, North Tyneside and Northumberland. |
| **Working hours** | Minimum of 4 hours per month  Maximum of 16 hours per month |
| **Contract type** | Self Employed (acting on behalf of Northumberland FA). |

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| **Responsibilities** |
| * Traveling to and from assigned match locations. * Remaining discreet while you pose as a regular member of the public. * Observing football matches in grassroots football. * Completing electronic observation forms supplied to you by Northumberland FA in a timely manner. * Disclosing competing interests, including current or past affiliation to any grassroots football team |

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| **Person specification** | |
| **Skills, knowledge, experience & requirements** | |
| **Essential**   * Ability to multitask * Excellent written communication * Possess a UK Driving Licence (or ability to travel to agreed locations) | **Desirable**   * Experience of lone working * Experience in a football setting * Experience of report writing |
| **Enhanced DBS Check required?** | YES |

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| **The job holder will be expected to understand and work in accordance with the values and behaviours described below:** | |
| **Accountable** | * Communicates consistently and effectively * Maintains accountability for their area of work within the business, the delivery of agreed targets and actions * Maintains a detailed knowledge of their area of work and seeks to understand other’s areas of work * Communicates consistently and effectively |
| **Professional** | * Uses supportive body language with colleagues and customers (eye contact, open body position…) * Demonstrates enthusiasm towards work tasks, colleagues and stakeholders * Leads by example and sets a personal example to others at all times through their own behaviour and standards e.g. is an effective role model |
| **Respectful** | * Maintains people’s self-esteem when interacting with them; * Avoids pre-judgment when listening to suggestions from others; * Seizes the opportunity to apply company standards at all times. * Demonstrates an awareness of self and how this may impact upon others |
| **Teamwork** | * Positively shares and receives ideas; * Identifies who they need to collaborate with to ensure success; * Initiates and sets up opportunities to collaborate widely; * Proactively steps in and shows support for colleagues. |