INDIVIDUAL ROLE PROFILE

**MATCHDAY EXPERIENCE INTERN**

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| **Salary** | This is a temporary, unpaid position on a voluntary basis to provide you with an opportunity for you to gain work experience. |
| **Time Commitment** | The placement will run between 3 – 6 months, support will be required between 10 – 16 hours a week. Ideally we’d like you to support on all home matchday fixtures and offer some time during the week to complete administrative tasks. |

*You will need to have a valid DBS check which the Club will pay for.*

RESPONSIBILITIES

* Help co-ordinate the Youth Membership Programme, ensuring Youth Membership birthdays and special events are on the scoreboard and highlighted on matchdays
* Support planning events such as the Club’s Youth Christmas Party, EDI events and Autism Day
* Administration duties for Youth Membership and supporter fan groups
* Support with our sensory / autism project
* Graphic design work for events and communications
* Provide an excellent service to Home / Away supporters, including a matchday welcome as the first point of contact with supporters
* Meet and greet supporters, helping with any seating issues and signposting to facilities.
* Be visible on matchdays and swiftly resolve any issues from supporters or our stewarding provider.
* Ensure excellent customer service, creating a rapport with our fans and magic moments where possible.
* Be on hand to deal with customer and low-level safeguarding queries.