

Job Description

Matchday Assistant – Fan Experience Team

Position: Matchday Assistant – Fan Experience Team	Department: Box office	Reporting to: Fan Engagement Manager
Hourly rate: Pay rates are £12.21 per hour for those 21 and older, and £10 per hour for those aged 16 to 20.	Contract: Zero-hour contract	Hours per week: Variable – expectation to be available every home matchday, which includes evenings and weekends.

Job Purpose: We are looking for enthusiastic and motivated individuals to join our brand-new Matchday Fan Experience Team at Stadium MK. As a Matchday Assistant, you will play a crucial role in delivering an outstanding fan experience for supporters attending home games. Working alongside the Fan Engagement Manager, you will be involved in a range of matchday activities designed to enhance the overall supporter experience and contribute to the electric atmosphere at the stadium.

Key Responsibilities:

- **Matchday Support:** Provide exceptional service by assisting and guiding supporters throughout Stadium MK, ensuring a smooth and enjoyable experience on matchdays.
- **Flag Waving:** Help energise the crowd and boost the atmosphere by waving large flags before and during the match.
- **Programme Sales:** Sell matchday programmes to fans before the game and during halftime, enhancing their matchday experience.
- **Mascot & Young Dons Area:** Engage younger fans by assisting with mascots and managing the Young Dons area, creating fun and memorable experiences.
- **Ball Retrieval:** Help manage the matchday ball retrievals, ensuring a seamless process for the teams and enhancing the pre-match experience.
- **Supporter Information Point:** Operate the supporter information point in the Cowshed stand, providing assistance with box office inquiries and general fan queries.
- **Fan Engagement Initiatives:** Assist in delivering special fan-focused events, such as family days and other supporter engagement activities, aimed at bringing the community together.

Role Competencies:

Planning & Time Management:

- Adhere to the matchday schedule, ensuring tasks are completed efficiently and on time to support various matchday activities.

Decision Making:

- Effectively handle fan-related situations, making quick decisions to ensure all fans are satisfied and the fan experience remains high-quality.

Impact & Influence:

- Help create a positive and lively atmosphere that resonates with supporters, making a lasting impact on their matchday experience.

Skills level:

- **Customer Service:** Previous experience in customer service or hospitality is desirable, with a strong understanding of the importance of fan satisfaction.
- **Communication:** Excellent communication skills with the ability to engage fans and collaborate with team members effectively.
- **Teamwork:** A proactive and flexible team player, ensuring smooth operations and a positive experience for supporters.
- **Positive Attitude:** Friendly, approachable, and committed to providing outstanding service to fans.
- **Reliability & Flexibility:** Willing to work flexible hours, particularly on matchdays, and assist in various matchday tasks as required.
- **Physical Stamina:** Comfortable standing for long periods, walking around the stadium, and working in a dynamic matchday environment.

Communication:

- Clear, professional, and approachable communication with customers, colleagues, and other departments. Able to explain processes, products, and services effectively.

Budget Management:

- While there is no direct responsibility for budgeting, the role may involve handling sales transactions and monitoring stock of programmes and merchandise.

Lead & Develop:

- Work well within a team and provide support to less experienced colleagues, sharing best practices to improve customer service and operations.

Operating Parameters:

- Adhere to all matchday protocols, health and safety guidelines, and club policies.
- **DBS Check:** Successful candidates will be required to complete an enhanced DBS check, full reference and work history will also be required.

Essential & Desirable Job Criteria:

- A genuine passion for MK Dons FC and a strong desire to contribute to delivering the best fan experience possible. (E)
- Excellent communication skills, both verbal and written. (E)
- Strong customer service orientation with a friendly and professional attitude. (E)
- Ability to work well under pressure, particularly on busy matchdays. (E)
- Comfortable working in a fast-paced environment. (E)
- Flexibility to work evenings, weekends, and bank holidays to accommodate matchdays and other events. (E)
- Attention to detail and ability to handle cash transactions accurately. (E)
- A proactive attitude and ability to work well within a team. (E)
- Previous experience in a sports or event-based environment is a plus. (D)
- Familiarity with ticketing systems or point of sale (POS) technology. (D)
- Knowledge of MK Dons FC and its matchday activities. (D)

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level