



<b>Department</b>	Commercial
<b>Job Title</b>	Matchday Host
<b>Salary</b>	Commensurate with experience
<b>Contract type</b>	Casual Event Day Contract
<b>Hours</b>	The candidate will be required to have a flexible approach to working hours, including matchdays, events, evenings, weekends and such hours as necessary
<b>Responsible for</b>	N/A
<b>Responsible to</b>	Head of Commercial
<b>Location</b>	LNER Stadium, Sincil Bank, Lincoln, LN5 8LD.
<b>Regular working hours</b>	The post holder is to expect regular weekends and evenings and unsocial hours as part of an irregular working pattern

**Purpose of the post:**

You will be a fully committed, reliable and well-presented person, responsible for meeting and greeting hospitality and VIP guests of the football club at the LNER Stadium on a matchday. Working as part of the Hospitality team, the role requires a familiarisation of club guests along with a working knowledge of the relevant hospitality areas. You will welcome hospitality and VIP guests, carry out ticket checks and escort guests to their respective hospitality areas.

This post is part of the event day team falling under the Commercial department and is responsible to the Head of Commercial.

Minimum age 18 years.

**Presenting a professional image and demonstrating the core values of the club in actions and behaviours are critical to the performance expectations of this post.**

**Disclosure and Barring Service (DBS)**

Not required.

**Key Duties and Responsibilities:**

**Specific:**

- Keep up-to-date with home fixtures at the LNER Stadium and make yourself available to work at all fixtures (typically Saturday and Tuesday evenings)
- Attend all pre-match briefings and training, and ensure all information is understood
- Responsibility for the safe access and comfort of hospitality and VIP guests visiting the LNER Stadium
- Ensure that you are friendly, helpful and communicative
- Comply promptly with any instruction given in an emergency by an authorised senior member of staff
- Remain at allocated post as instructed unless authorised or ordered to do otherwise by the Safety Officer, Area Supervisor, the Safety Officer or a Police Officer
- Identify and investigate any incident or occurrence among the hospitality and VIP guests, and report to the Area Supervisor or Safety Officer any damage or defect which is likely to pose a threat to spectator safety
- Inform the Head of Commercial a minimum of 72 hours before a matchday if you are unable to attend

**General:**

- Carry out duties in accordance with all relevant company policies, including, but not exclusive to, the Health and Safety at Work Act, Code of Conduct, Safeguarding Policy, Diversity & Equality Policy, Equal Opportunities Policy, Financial Regulations Policy & Social Media Policy;
- Act always with utmost good faith to the Club;
- Devote full attention and ability to fulfilment of the duties required by the role;
- Other duties as reasonably requested by a member of the senior management staff;
- To work closely with partnership organisations, to maintain good relationships and collaborative working practices;



- To work with colleagues throughout Lincoln City Football Club to extend knowledge and skills in order to identify and develop best practice;
- Deal with enquiries and general day-to-day liaison with customers, colleagues and partners;
- To undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job;
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements;
- Present a professional image when dealing with both internal and external contacts and partners, acting in a professional manner always;
- To safeguard and promote the welfare of all children, young people and adults at risk;
- To be vigilant and support all safety and security operations;
- Promote the brand identity and increase Lincoln City fanbase throughout;
- To support the Lincoln City Football Club green energy saving strategy and meet all requirements including but not exclusive to recycling, waste reduction, energy efficiency; and
- Any other duties commensurate with the grade and falling within the scope of the post, as requested by the Club.

### Important information

The above-mentioned duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

Lincoln City Football Club & Foundation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.

Personal Skills/Characteristics	Essential	Desirable
<b>Experience</b>		
Team working experience - working within a team and coordinating with team members	X	
Customer Service experience and knowledge and/or Event service experience	X	
Stewarding		X
<b>Qualifications and training</b>		
Customer Service	X	
Managing Complaints		X
<b>Special skills and knowledge</b>		
Thorough and ready knowledge of access levels to our different hospitality areas	X	
An understanding of and a commitment to equality, diversity and inclusion issues both in the workplace and the wider community		X
<b>Personal qualities</b>		
Ability to work calmly under pressure	X	
Effective questioning and ability to say no to a request where necessary and appropriate	X	
Helpful, friendly and approachable	X	
Commitment and reliability	X	



<b>Personal circumstances</b>		
Ability and willingness to work outside normal hours, including evenings and weekends	X	
Flexible and willing to work at any location whether inside or outside the stadium as directed	X	
Ability to travel independently	X	

*The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably required. Lincoln City Football Club & Foundation is an equal opportunities employer.*