



Department	Operations
Job Title	Matchday Turnstile Operative
Rate of Pay	National Minimum Wage (dependent on age) *Note that Lincoln City FC Season Ticket holders employed as Turnstile Operatives will receive a 25% discount on their Season Ticket subject to the conditions of this offer being met in full. See Important Information section for terms.
Contract type	Casual Event Day Contract
Hours	The post is for a two-hour period each matchday. Timings are subject to the kick-off time. Typical examples are shown below but not exclusive: 3.00pm kick off (1.15pm-3.15pm) 7.45pm kick off (6.00pm-8.00pm)
Responsible for	N/A
Responsible to	Safety Officer
Location	LN5 8LD Stadium, Sincil Bank, Lincoln, LN5 8LD
Regular working hours	Variable dependent on demands of the role - the post holder is to expect regular weekend & 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 operating the turnstiles and scanning tickets at the LNER Stadium on a matchday. This post is part of the event day team falling under the Operations department and is responsible to the Safety Officer.

Minimum age 18 years. First Aid or Health and Safety training would be of benefit but is not essential.

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
- Attend pre-match briefings where required given by Line Manager or Safety Officer and understand the ticket scanning procedure
- Ensure spectators are admitted to the stadium in accordance with the ticketing policy specified for each fixture
- Provide a high standard of customer service to both home and away supporters by ensuring 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
- Inform the Safety Officer 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 and devote full attention and ability to fulfilment of duties;
- Other duties as reasonably requested by a member of the senior management staff;
- To work with colleagues throughout Lincoln City Football Club to extend knowledge and skills in order to identify and develop best practice;
- To maintain the quality of service provision, regularly evaluating work and seeking to make improvements;



- Present a professional image, 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;

Important information

*Season Ticket Holders employed as Turnstile Operative – Terms

A Season Ticket holder employed as a Turnstile Operative will receive a 25% discount on their Season Ticket on the condition they have worked in post for a minimum of 20 league fixtures in any one season. Additional fixtures including friendlies and cup fixtures are not included in these terms however it is expected as part of the Contract of Employment that the post-holder will fulfil their role as Turnstile Operative for these fixtures also. The 25% discount is payable at the end of each season.

Turnstile Operatives who are NOT Season Ticket Holders will not have automatic access to the stadium to watch the game unless they have purchased a match ticket.

NOTE: Being a Season Ticket holder or purchasing a match ticket is not a condition of this post.

General

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
Experience		
Customer Service experience		X
Qualifications and training		
NVQ Level 2 in Spectator Safety (or willingness to achieve this qualification)		X
Special skills and knowledge		
An understanding of and a commitment to equality, diversity and inclusion issues both in the workplace and the wider community.		X
Personal qualities		
Ability to work calmly under pressure	X	
Helpful, friendly and approachable	X	
Commitment and reliability	X	
Personal circumstances		
Ability and willingness to work outside normal hours, including evenings and weekends	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.