

Role Title:	Match Day Activator x 6
Reports to:	None
Accountable to:	Department Lead
Frequency/term:	Home Match days (23 min home games per year)
Location:	Lincoln City Football Club – Sincil Bank Stadium, Lincoln, LN5 8LD
Start Date:	Immediately and recruitment ongoing

Job Purpose

Volunteers play a pivotal role in the success and opportunities for growth of the Match Day Experience for fans both home and away. As part of the Club's Match Day operations, we aim to deliver a fantastic experience and provide a high level of customer service for all who attend our match days.

For this role, we would expect a volunteer to be enthusiastic and have an interest in supporting others, customer service and being part of a successful team.

Lincoln City Football Club aims to recognise, value and reward their volunteers. The Club will support and develop volunteers where possible and ensure they are equipped to deliver successfully.

Volunteer Roles

There are several roles available which will be made up of a variety of activities that could include the following:

- Customer Service – engaging with fans across the fan zone and other key areas of the stadium footprint
- Support the Supporter Liaison Officer Team (SLO's) in the completion of fan related activities e.g. moments of magic, food orders / distribution for our disabled fans
- Deliver activities in the fan zone with Lincoln City Foundation

Key Responsibilities

- Engaging with fans to support with queries, engage in activities and welcome them to Sincil Bank
- Provide services on a match day to contribute to the fan experience
- Promoting Lincoln City Football Club and be an ambassador whilst engaging in the match day
- Support staff in the essential roles needed to deliver a match day

General Responsibilities

- Compliance with all Lincoln City Football Club policies and procedures
- To observe and adhere to the organisational Code of Conduct, safeguarding commitment and the equal opportunities strategies of Lincoln City Football Club
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct always
- To undertake CPD as necessary in line with development of the role and required by the Football Club