



## Role Description

<b>Job Title</b>	Abbey Helper (Volunteer)
<b>Department</b>	Match day
<b>Reports to</b>	Supporter Liaison Officer, Supporter Engagement Officer, Match day Safety Officer
<b>Location</b>	Cledara Abbey Stadium
<b>Salary</b>	Free ticket for the match that you are volunteering for Voucher entitling you to a free drink and food item Training & Development opportunities Access to exclusive Club events
<b>Hours</b>	Match day – approximately 2 hours
<b>Role Summary</b>	To deliver a high-quality match day experience for home and away spectators prior to kick off and to support club events based at the stadium.
<b>Key Job Outcomes</b>	<ul style="list-style-type: none"> <li>To engage with spectators on a match day and deliver a warm welcome</li> <li>Assisting spectators in entering the stadium on match days</li> <li>Being a first point of contact for the spectators entering the stadium</li> <li>Provide information and advice about the Stadium and facilities</li> <li>Deliver excellent customer service.</li> <li>Signpost visitors to entrances, ticket office, club shop and on-site bar / catering outlets</li> <li>Ensure a good match day experience</li> </ul>

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your volunteering, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the role description.

## Person Specification

Skills, Knowledge, Qualifications & Experience	Required	Desirable
A passion for Cambridge United Football Club	✓	
Experience helping and communicating with members of the public		✓
<b>Personal Qualities</b>		
Consistent team player able to forge excellent working relationships	✓	
Excellent Customer service skills	✓	
Able to offer solutions to problems, using initiative and common sense	✓	
Willing to work under pressure	✓	



## Application Process

<b>Application Instructions</b>	Interested applicants should apply by submitting their CV and Cover Letter, applications which do not include both documents will not be reviewed.
<b>Application Closing Date</b>	20 <sup>th</sup> September 2024
<b>Interview Date(s)</b>	TBC
<b>Start Date</b>	ASAP
<b>Mission, Vision &amp; Values</b>	<p><b>Mission</b> Cambridge United aspires to compete at the highest level of the English Football League, whilst operating a financially sustainable football club embedded within the heart of its community. We are custodians with a collective responsibility to protect and enhance the Club for future generations.</p> <p><b>Vision</b></p> <p><i>Creating Memories</i> We engage current and future generations of supporters by creating memorable moments.</p> <p><i>Driving Standards &amp; Performance</i> We will evolve by driving standards and performance through self-reflection and education.</p> <p><i>Enhancing Lives</i> We are an inclusive Club that is United in Endeavour to enhance lives through the power of sport.</p> <p><b>Values</b> We engage positive and inspiring characters who are committed to serving and strengthening our community, by adopting our 3 keys values.</p> <p><i>Teamwork</i> We achieve more through working together than alone and are United in Endeavour.</p> <p><i>Hard Work</i> We are committed to learning and working towards our pursuit of excellence in everything we do.</p> <p><i>Humility</i> We will celebrate each other's successes and recognise that no individual is greater than the collective.</p>
<b>Employability Statement</b>	Cambridge United FC is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.
<b>Safeguarding Statement</b>	Cambridge United FC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. For those positions where a criminal record check (DBS) is identified as necessary, this will be carried out in line with other safer recruitment checks. The post holder will be required to undergo Safeguarding training periodically.



**Equality,  
Diversity &  
Inclusion**

Cambridge United FC is committed to promoting equality of opportunity for all staff and job applicants. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate on the basis of age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.

<https://forms.office.com/e/WkrhMHMzL>