

READING FOOTBALL CLUB

Job Description



JOB TITLE	Stadium Access Security Officer
DEPARTMENT	Ticket Office
LOCATION	Madejski Stadium
SALARY	£12 per hour plus opportunity to earn a bonus
HOURS OF WORK	Approx 3-4 hours on a Matchday (Saturday, Sunday or mid-week matches) Attendance times dependent on kick-off times
REPORTS TO	Head of Ticketing

JOB PURPOSE

To ensure that supporters entering the stadium are using the correct ticket relevant to their age. This role involves constant interaction with customers.

MAIN DUTIES AND RESPONSIBILITIES

- Ensuring supporters entering the stadium are using the correct ticket relevant to their age
- Challenging appropriately if supporters do not appear to have the correct ticket, and request proof of age
- Providing guidance and assistance to supporters at the Madejski Stadium
- The successful candidate will hold a current SIA Door Supervision License
- You will be able to demonstrate an approachable and professional attitude through excellent interpersonal skills
- The ability to maintain a sense of calm and control under pressure is vital. You will be able to deal proactively with any issues, and answer supporter enquiries in a knowledgeable way
- Customer service experience along with an "above and beyond" attitude is essential for this role as are excellent communication skills
- To adhere to a strict code of confidentiality in respect of any information relating to Reading Football Club and its operation
- To be presentable at all times when working and demonstrate that you can represent the face of the club in the manner expected
- To maintain Reading Football Club's Safeguarding (Child Protection), Health, Safety and Equal Opportunity procedures and practice
- To act in a manner that supports the Club's Vision and Values at all times

VISION

To maintain and enhance the identity of Reading FC as an ambitious, family friendly club firmly rooted in the local community whilst pursuing our international aspirations

VALUES

Friendship
Community
Commitment

This 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 requested.

The Company reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Company's business.

All information which comes to the post holder's knowledge about the affairs of Reading Football Club and sponsors/players, employees and officers must be treated in the strictest of confidence.

EMPLOYEE NAME	
SIGNATURE	
DATE	

Organisation chart