

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE:	Half Time Draw Ticket Agent
RESPONSIBLE TO:	Match Day Supervisor – Foundation Fundraising
RESPONSIBLE FOR:	N/A

JOB SUMMARY/MAIN DUTIES

Newcastle United Foundation takes our club – Newcastle United – into the community. Using the unrivalled passion for football in our region, we are committed to creating positive change to help everyone achieve their potential.

Since 2008, the official charity of Newcastle United has been changing lives for the better, helping people improve their physical and mental health, become more employable, and encouraging them to reach their potential.

We need friendly, professional, and passionate individuals to help us fundraise on matchdays by selling half time draw tickets to Newcastle United hospitality guests at St. James’ Park.

Responsibilities include:

- Selling half time draw tickets and promotion of Newcastle United Foundation at St James’ Park during NUFC home matchdays
- Safe storage of cash and card machines
- Transfer of all cash, unsold tickets, winning tickets and stubs to Match Day Supervisor at the end of the shift
- Raise awareness of Newcastle United Foundation

A typical matchday is a 3pm kick off and your 3 hours shift starts promptly at 12.30pm. There are lunchtime and evening fixtures to also consider when applying. Applicants should be flexible to accommodate fixtures changes which can occur at short notice.

Half time draw tickets are sold for £2 each and can be purchased using cash or card. We would encourage upselling to hospitality guests by offering 5 tickets for £10 as an example. Winning prizes include £500 cash and match tickets.

Agents will work as part of a team as well as on their own once comfortable with your dedicated area(s).

Once the game has started, agents will return to the team leader to cash up, count tickets and share any feedback received pre match.

The atmosphere at St. James’ Park is electric and you will be part of the build-up on the day.

PERSON SPECIFICATION

Essential or Desirable Requirement

Experience	E	D
<ul style="list-style-type: none"> • Customer service • Hospitality awareness • Sales 	E	D D

Aptitude or Skill	E	D
<ul style="list-style-type: none"> • Ability to interact with strangers and build relationships with guests • Confident • Sales 	E	D D

Personal Characteristics	E	D
<ul style="list-style-type: none"> • Commitment to the mission, aims and values of the Foundation • Friendly and polite manner • Flexible approach 	E E E	

Special Terms

Special Conditions
<p>Wage will be paid at £40 per game and paid by BACS on the last working day of the month</p> <p>Branded Newcastle United Foundation T-shirt and apron will be provided as part of the uniform worn on the day. It is the responsibility of the agent to wash and return the T-shirt for each match.</p> <p>Learning and development required to fulfil role:</p> <ul style="list-style-type: none"> • Safeguarding including how to record any issues. • Prevent Training • Equality, Diversity and Inclusion <p>This role is subject to a basic DBS check.</p>
<p>Working in different locations</p> <p>This post will be based at St. James' Park, NE1 4ST</p>

In addition to these functions, employees are required to carry out such other duties as may reasonably be required.

GENERAL STATEMENT

All employees of the Foundation must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

SAFEGUARDING & WELFARE STATEMENT

The Foundation is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Foundation to share and endorse this commitment.

If a role requires a CRC at Standard or Enhanced level (which may include checks against the Barred List), it is exempt from the Rehabilitation of Offenders Act (1974). Therefore all convictions, including all spent convictions that may not been subject to filtering by the disclosure should be declared on the documents provided as part of the recruitment process.

EQUALITY STATEMENT

The Foundation is also committed to equality and diversity and believes in equal opportunities for all. We require all staff, volunteers and others associated with the Foundation to share and endorse this commitment.

You are required to ensure a positive attitude towards equality and diversity at all times. You must ensure that you treat others fairly and with respect. Your behaviour must align to the principles of equality as outlined in the Foundations equality policy. You must not commit any form of direct or indirect discrimination, victimisation or harassment of any description and must promote positive working relationships between all internal and external stakeholders.

DECLARATION

I acknowledge receipt of this job description. I have read, understood and agreed the terms outlined above. I understand that I must adhere to the requirements of this role for the duration of my employment. I further acknowledge and understand that the requirements of this role will change and evolve over time and that I must adhere to the requirements of the role as they apply from time to time. I also acknowledge and agree that I may be issued with an alternative job description to reflect my role as it changes over the course of my employment.

Following an offer, and acceptance, of employment I acknowledge and agree that I may be added to one or many of the different software system providers that the Foundation uses (which may change from time to time) in order to administer my employment, to facilitate my role and my employee benefits and for the purposes of effective communications.

Employee Name: _____

Signature: _____ Date: _____

LM Signature: _____ Date: _____

HOD Signature: _____ Date: _____

HR Signature: _____ Date: _____