



## Aberdeen Football Club Job Description

<b>Name:</b>	
<b>Job Title:</b>	Supporter Engagement Team Member
<b>Line Manager:</b>	Supporter Experience Manager
<b>Line Manager For:</b>	N/A
<b>Date Started:</b>	
<b>Overall Purpose of Job:</b>	
<p>The Supporter Engagement Team (SET) Member will serve as a friendly, primary point of contact for supporters attending Pittodrie for AFC matches. SET Members will do their utmost to provide each supporter with a positive and enjoyable matchday experience.</p>	
<b>Main Responsibilities/Description of Duties:</b>	
<ul style="list-style-type: none"> <li>• Work as part of the Supporter Engagement Team to help create and ensure a positive and engaging experience for all supporters on a matchday.</li> <li>• Act as a primary contact (alongside the Stand Rep) on matchday for supporters within your assigned section and greet fans with a positive attitude.</li> <li>• Handle queries and any complaints, collecting feedback from supporters and willingness to wear the H2H flags.</li> <li>• Assist with the execution and organisation of match-day set up and experience, assisting with in-match experiences, competitions and pre-match activations.</li> <li>• Be visible to assist supporters and be prepared to provide them with information regarding all aspects of the matchday experience.</li> <li>• Adhere to the ground regulations and ensure a safe environment for colleagues and supporters at all times.</li> <li>• Help to execute matchday activations by co-ordinating with club partners and key sponsors.</li> <li>• Demonstrate and maintain the standards of the Supporter Engagement Team while serving as an ambassador of AFC.</li> <li>• Aid the Display Team by assisting with collections of Flags from supporters/stadium post-match.</li> <li>• Assisting the Marketing Department with any post-match communications.</li> <li>• Work at ad-hoc events run by the Club on occasions when required.</li> </ul> <p><i>Please note that this job description is not designed to cover a comprehensive list of activities, duties or responsibilities that are required of the employee for this role. The duties and responsibilities may change within reason at any time with or without notice to suit the needs of the Club.</i></p>	
<b>Person Specification: Experience/Qualifications/Training/Personal Qualities</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Good communication skills and ability build positive relationships with supporters.</li> <li>• Friendly people person.</li> <li>• Good knowledge of football &amp; AFC.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>• Experience attending Pittodrie Stadium as a supporter.</li> </ul>

<ul style="list-style-type: none"><li>• Highly organised and proactive.</li><li>• Concern for standards with close attention to detail.</li><li>• Effective team player.</li></ul>	
<b>Signed by Employee:</b>	<b>Signed by Line Manager:</b>
<b>Date:</b>	<b>Date:</b>