



Aberdeen Football Club Job Description

Name:	
Job Title:	Commercial and Matchday Coordinator
Line Manager:	Amy Thomson, Key Account Manager
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
<p>The Commercial and Matchday Coordinator is a dual role that forms an integral part of the Commercial team.</p> <p>As the Commercial Coordinator, you will maintain and provide regular updates of accurate and detailed data on all commercial sales activity including hospitality, advertising and sponsorship to the department.</p> <p>As the Matchday Coordinator, you will oversee all bookings, ticketing arrangements and planning processes to ensure the Club's popular matchday hospitality runs smoothly.</p>	
Main Responsibilities/Description of Duties:	
<p><u>Key Commercial Coordinator Functions</u></p> <ul style="list-style-type: none">• Provide administrative assistance to the Commercial team by keeping up to date digital records of all sales activity against budget.• Issue a weekly sales update on behalf of the commercial team to senior Club management.• Process all Commercial Department sales into sales database and file paperwork.• Play a leading role in the transition from manual processing to use of the Club's CRM system which is already in use for some departments.• Convert incoming sales enquiries (telephone, walk-in, email) and process the relevant paperwork accordingly.• Respond to all enquiries received to the Commercial Department Inbox in a timely and professional fashion.• Support the Commercial Department with the administration and setup of Club events.• Assist with preparation of the annual commercial budget by providing data and information as needed.• Reconcile hospitality invoices for approval against bookings taken after each match.• General office administration as required (including post, vouchers, ordering of advertising signage, framing and purchasing of corporate gifts). <p><u>Key Matchday Coordinator Functions</u></p> <ul style="list-style-type: none">• Attend all Aberdeen FC home fixtures (League, Cup and European matches) to co-ordinate hospitality activities based on the approved matchday checklist.• In the lead up to all home matches, co-ordinate all hospitality-related matchday preparation, ensuring all bookings are correct with all relevant paperwork being processed in a timely fashion and tickets have been issued to all guests.• Working closely with the Club's official catering partner, ensure all lounges and suites are set up with correct signage, gifts etc. as appropriate.	



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- Ensure all relevant match day staff (including ambassadors, compere and matchday hosts) are booked and confirmed and understand their duties
- Act as the AFC match-day operational contact with the Club’s official catering partner.

Person Specification: Experience/Qualifications/Training/Personal Qualities

Essential:

- Experience in an administration and/or coordination and/or project management role(s) managing multiple processes and deadlines
- High proficiency of IT skills – particularly Excel
- Excellent communication and interpersonal skills
- Highly motivated with a positive attitude
- Ability to work flexible hours if required
- Strong work ethic, team-oriented attitude, and enthusiasm about contributing to the success of the department and Club
- Able to work evening and weekend matchdays
- Full UK driving licence

Desirable:

- Experience working with CRM systems
- Knowledge of football is desirable, but not essential
- Event management experience

Signed by Employee:

Signed by Line Manager:

Date:

Date: