



Aberdeen Football Club Job Description

Name:	
Job Title:	Supporter Engagement Team Member
Line Manager:	
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
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.	
Main Responsibilities/Description of Duties:	
<ul style="list-style-type: none">• Work as part of the Supporter Engagement Team to help create and ensure a positive and engaging experience for all supporters on a matchday.• Act as a primary contact (alongside the Stand Rep) on matchday for supporters within your assigned section and greet fans with a positive attitude.• Handle queries and any complaints, collecting feedback from supporters.• Assist with the execution and organisation of match-day set up and experience, assisting with in-match experiences, competitions and pre-match activations.• Be visible to assist supporters and be prepared to provide them with information regarding all aspects of the matchday experience.• Adhere to the ground regulations and ensure a safe environment for colleagues and supporters at all times.• Help to execute matchday activations by co-ordinating with club partners and key sponsors.• Demonstrate and maintain the standards of the Supporter Engagement Team while serving as an ambassador of AFC.	
Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential: <ul style="list-style-type: none">• Good communication skills and ability build positive relationships with supporters.• Friendly people person.• Good knowledge of football & AFC.• Highly organised and proactive.• Concern for standards with close attention to detail.• Effective team player.	Desirable: <ul style="list-style-type: none">• Experience attending Pittodrie Stadium as a supporter.
Signed by Employee:	Signed by Line Manager:
Date:	Date: