



Aberdeen Football Club Job Description

Name:	
Job Title:	Memberships Team Member
Line Manager:	Memberships Manager
Line Manager for:	N/A
Date Started:	
Overall Purpose of Job:	
<p>The Memberships Team Member will support the Memberships Manager and will be responsible for the outbound fulfilment of AberDNA membership benefits, AberDNA Junior benefits and events for all Members.</p>	
Main Responsibilities/Description of Duties:	
<ul style="list-style-type: none">• Ad-hoc working hours around department needs, including Saturdays, home Match days and club events.• Effectively dealing with any Members enquiries across all aspects of the business including complaints.• Have a full understanding of all systems used within the Membership operation• To ensure a high standard of service is always delivered to all Members.• Maximising all growth opportunities through each area of the Club• Assist with delivery of Members' events and prizes, including AberDNA Junior.• Contribute positively to the team culture by developing mutually beneficial working relationships, including with other departments across the Club and partner charity, Aberdeen FC Community Trust.• Ensure effective communication within your work team and actively offer support and guidance as necessary.• The employee must at all times carry out their responsibilities with due regard to the Club values and policies and procedures, in particular health & safety, equality and diversity, confidentiality, with regard to the Data Protection Act.	
Person Specification: Experience/Qualifications/Training/Personal Qualities	
Essential <ul style="list-style-type: none">• Excellent communication skills, both written and verbal.• Highly motivated, naturally persuasive with a positive attitude.• Exemplary self-discipline, professionalism, pride and work ethic.• Strong work ethic, team-oriented attitude, and enthusiasm about contributing to the success of the department and Club.• High proficiency of IT skills.	Desirable <ul style="list-style-type: none">• A background of working in a customer service-based environment• A knowledge of Scottish football• Working knowledge of Microsoft Word & Excel



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<ul style="list-style-type: none">• Ability to work flexible hours if required.• Ability to work to deadlines.	
Signed by Employee:	Signed by Line Manager:
Date:	Date: