



Aberdeen Football Club Job Description

Name:	
Job Title:	Commercial and Matchday Coordinator
Line Manager:	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.• Convert incoming sales enquiries (telephone, walk-in, email) and process the relevant paperwork accordingly in Microsoft Dynamics 365.• Keep Microsoft Dynamics updated with any new products for sale and liaise with the provider to keep updated with any new features.• Manage all ticketing and parking for seasonal clients in the close season as and when they sign up.• Prepare and manage excel files to capture all matchday/seasonal information regarding hospitality.• Respond to all enquiries received in the Commercial Department Inbox in a timely and professional fashion. Including online bookings and DNA members.• 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, stationary orders, vouchers, ordering of advertising signage, framing, purchasing of corporate gifts and managing the signed merchandise).	



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Key Matchday Coordinator Functions

- Attend all Aberdeen FC home fixtures (League, Cup and European matches, others may apply e.g. Youth 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, followed by issuing the menu and timings to guests.
- Work closely with other departments to make sure everyone has the relevant information they require for the match. E.g. programme adverts, sponsors logos, online ticketing availability
- Working closely with the Club's official catering partner to ensure they receive all of the relevant information ahead of each match, including dietary requirements and special requests. Ensure all lounges and suites are set up with correct signage, gifts etc. as appropriate.
- Ensure all relevant match day staff (including ambassadors, compere and matchday hosts) are booked and confirmed and understand their duties in advance of the matchday.
- 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 evenings and weekends when required for matchdays and events
- Knowledge in working with numbers
- 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: