



YCFC Volunteers

Role Description | Hospitality

Department: YCFC Volunteers – Hospitality

Location: LNER Community Stadium, Kathryn Avenue, York, YO32 9AF

Hours: 2-3 hours on home match days only

Contract Type: Voluntary

Who are YCFC Volunteers?

YCFC Volunteers is a team of around 50 enthusiastic individuals who give up their time to support the club at first team match days in the following departments:

- Community
- Hospitality
- Media
- Sellers and Way Finders

Each member of the team plays an integral part in achieving our mission of delivering outstanding matchday experiences. All our YCFC Volunteers commit to volunteering at a minimum of 50% of first team match days.

What is the role?

As part of the Hospitality team, you will be responsible for ensuring that all of our matchday hospitality guests are welcomed, guided to the relevant rooms, and issued with their tickets, programmes, and team sheets to ensure each person can watch City in Style.

What are we looking for?

We are looking for people who can work effectively as part of a team in a fast-paced environment. The successful applicants will be enthusiastic, approachable, and friendly with an ability to engage people in conversation and be proactive in decision-making.

Core Skills Required – We Are York

We Are Proactive: Able to identify when people need assistance and willing to help.

We Are Approachable and Friendly: Is enthusiastic, with a smiling face, and can engage others in light conversation.

We Are Experts: Can quickly establish matchday essentials e.g. opponents, kick off time, location of amenities to relay to others.

York City FC

LNER Community Stadium | Kathryn Avenue | York | YO32 9AF

Phone: 01904 624447

E-Mail: enquiries@yorkcityfootballclub.co.uk

Website: www.yorkcityfootballclub.co.uk

Registered in England: 04689338

VAT Registration Number: 809336031



Role-Specific Skills Required

- Able to cover a lot of ground to take guests to their respective locations throughout the Hospitality floor
- Takes pride in appearance, dressing smartly to undertake the role
- Can manage multiple tasks simultaneously

What do you get in return?

If you join us, you can expect to:

- Gain free entry to every home match which you volunteer at
- Be part of a community-focussed professional football club
- Undertake your role in an outstanding environment with strong values
- Spend time with like-minded individuals
- Access learning and development opportunities

How can I apply?

To make an application, [please complete this short form](#).

To discuss anything further, please contact:

Lorraine Noble | Head of Hospitality and Retail

York City FC

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