



York City Football Club Matchday Hospitality Coordinator | Job Description

Role

Matchday Hospitality Coordinator (Casual)

Hours of Work

Saturday match days (10am-7pm approx.)

Midweek match days (3pm-11pm approx.)

Rate of Pay

£12.21 p/h - £14.50 p/h dependant on experience

Reporting To

Business Development Officer

Role Summary

The main responsibility of the Matchday Hospitality Coordinator is to assist the Business Development Officer in matchday operations. Pre, during and post matches responsible for the running of hospitality areas at the LNER Community Stadium.

The Matchday Hospitality Coordinator role will include, but is not limited to, the following tasks during the week:

- Liaising with staff and volunteers prepare the LNER Community Stadium Hospitality for matchdays.
- Proactively assist with the deployment of volunteers across all areas of hospitality.
- Perform front of house duties where required, welcoming hospitality guests and ensuring that their experience is the best it can be whilst visiting the LNER Community Stadium.
- Prepare all hospitality lounges and suites prior on matchdays, making sure that all the relevant matchday experiences are catered for accordingly, working closely with our catering company to allow for a smooth operation.
- Deal with customer feedback, advising customers on all required areas across hospitality areas.

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



- Ensure that matchday sponsors and all other relevant commercial partners are catered for effectively.
- Post match coordinate the collapsing of all hospitality areas, ensuring that all hospitality areas are cleared away as expected in line with the club and stadium operators expectations.

Person Specification/Experience Required

- Strong interpersonal skills
- Ability to prioritise specific required tasks
- Experience of delivering customer experience
- High attention to detail
- Leading volunteers
- Maintain customer confidentiality
- Desire to work and excel as part of a team
- Able to troubleshoot
- Good planning and organisational skills
- Previous experience in working in a customer facing environment
- Complaint handling experience

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