

Volunteer Role - Hitchin Town FC

Operation:	Community
Activity:	Match day - Volunteers
Role:	Turnstile Operator
Details of role:	<p>Operation of one the ground turnstiles on Match days. Ideally the person would be skilled to work on either the Pass Gate or Cash Gate.</p> <p>This list is not exhaustive, but tasks include:</p> <ul style="list-style-type: none"> • Setting up appropriate turnstile, making sure position is tidy and that you have correct ticket stock. • If on Pass Gate, ensure you have received the Pass List from the side gate before opening, and have downloaded online sales to the correct phone ready to check. • Put up any notices as requested by Club Office. • Sell tickets or check passes, depending on which turnstile you are operating. • Ensuring security of money as detailed by At half time, recording close numbers of each turnstile's tickets and Club Office. • At half time, ensure boxes with tickets and any other relevant items are returned to the Club Office. If on the Pass Gate, the completed Pass List and Online Sales reading must be given to the Club Secretary in the Club Office in order for the Match Attendance to be calculated.
Key relationships:	Will work very closely with the Club Secretary, Community Officer and other Turnstile Operators. Also with the Match Day Office Assistant, Ground & Safety Officer and Communications Officer as necessary.
Skills required:	<p>The ability to work calmly and efficiently, in an organised manner is essential as often the job can be pressurised in parts.</p> <p>Previous experience in a sales and cash handling environment are an advantage, but training and guidance will be given.</p> <p>Also some computer literacy is important in order to be able to check the online sales entries into the ground.</p> <p>Security awareness in ensuring that all items of value in the turnstiles are stored safely while operation is in progress.</p> <p>The ability to understand the Club's ticketing and pricing systems and any ticket issuing rules is essential.</p> <p>A First Aid Qualification would be helpful but not essential. The Club will assist with finding a suitable training course if the volunteer is interested.</p>
Commitment:	<p>The level of commitment must be determined by the person volunteering. We have up to 30 League and Cup games a season which we need to cover.</p> <p>It is not expected that the volunteer will be able to commit to every home game, but a commitment to at least two thirds of the games would be appreciated. The most important priority is reliability to whatever commitment level is given, as covering of non-attendance once commitment is made is difficult, and not always possible. Eventually if enough volunteers can be found, it might be possible to organise a rota for this very important match day role.</p> <p>On match days, the volunteer performing this role would need to be able to commit to the following times:</p> <p>13.15 – 16:00 (18:15 – 20:30 evening games). The turnstiles remain open during the first half of matches.</p>
Contact:	Please contact clubadmin@hitchintownfc.club if you would like to volunteer for this role or have any further questions.