Matchday Vicarage Roadies (Casual Worker Agreement)

Employer:	Watford Football Club
Job Title:	Casual Matchday Vicarage Roadie
Salary/ Hourly rate of pay:	£9.50 per hour
Location:	Watford Football Club - Vicarage Road Stadium
Type:	Casual Worker
Passport/Visa:	Must be eligible to work in the UK

An exciting opportunity has become available within the Supporter Services Team at Watford Football Club. We are currently looking to recruit some Casual Matchday Vicarage Roadies.

The purpose of the job is to enhance home and away supporters' matchday experience by providing them with warm welcome to Vicarage Road.

Key responsibilities will include but are not limited:

- Arrive at Vicarage Road three hours before kick-off – to be positioned at a strategic place around the stadium until kick-off and pro-actively approach supporters
- Ensure all fans are made to feel welcome
- Manage ticket office collection queues
- Assist disabled supporters with stadium access requirements
- Help solve issues and matters that may arise
- Ensure late supporters (post kick-off) can enter stadium in a timely fashion
- Adaptability as roadies will have different tasks and responsibilities
- Provide post-match feedback to club's Supporter Liaison Officer to allow for the constant improvement of the Matchday experience.

The successful candidate will enjoy working as part of a team, be enthusiastic, hardworking, and be flexible to the requirements of the position and the business.

Applicants should ideally live local to Watford and London Colney or the surrounding areas and be a UK resident or non-UK resident with a valid UK work permit and ideally have experience working within a similar role.

You must have:

- Experience in conflict management and customer services
- An understanding of the need of football supporters and the matchday environment
- The ability to identify people in need of assistance and resolve their problems accordingly
- Good initiative to work without direct supervision. There may be periods of time where lone working is required
- Understanding of the Clubs commitment to EDI & Safeguarding

You would ideally have, but not vital:

- Basic First Aid/First Aid in the Workplace

For the full job profile, please contact HR Admin at hradmin@watfordfc.com

Club Commitment:

Equality, Diversity & Inclusion (EDI):

We are dedicated to fostering a diverse and dynamic working environment by building a team that represents a variety of backgrounds, perspectives, and skills. We are an equal opportunities employer and welcome applications from all sections of the community.

Safeguarding:

We provide a safe and secure environment for all. We believe Safeguarding and promoting the welfare of children & adults is everyone responsibility. Everyone in the organisation has a role to play, to ensure that club policies, procedures and practices in regard to safeguarding are followed.

Application process:

1. Please download and complete an application form located on the Club website under the career section (Club/ Careers) www.watfordfc.com/club/careers

2. Please send completed application form, cover letter detailing why you would be suitable for the role, a copy of all relevant qualifications, right to work in the UK documents and your CV via email to Chris.Hall@watfordfc.com or by post to Chris Hall, Watford Football Club, Vicarage Road Stadium, Watford, Hertfordshire, WD18 0ER.

3. If you require information in regards how to complete the application form please refer to 'Application Form guidance notes' which can be found on the Club website under the career section (Club/ Careers) www.watfordfc.com/club/careers

4. Please note depending on the role and if shortlisted, reference requests may be taken up prior to interview.