



Gate Staff

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

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| Department | Ticketing |
| Contract Type: | Seasonal, Casual Worker |
| Location: | St James Park, Exeter |
| Reports to: | Ticketing Manager |
| Responsible for: | N/A |
| Core Team Relationships: | Ticketing Manager, Gate Staff, Ticket Booth Staff, Safety Officer, Stewards, Matchday Coordinator & Retail Staff. |
| Main Purpose: | As part of the Match Day Gate Staff Team you will be allocated a gate on a match by match basis where you will be responsible for ensuring all admissions into the stadium are in accordance with the ticketing policy. You will need to ensure spectators safely pass through the turnstiles, potentially being the first point of contact for spectators it is essential you present yourself and represent the Club in a positive and professional manner. |
| Role Summary | <p><i>This role requires:</i></p> <ul style="list-style-type: none">• A positive and productive work ethic.• A professional, welcoming individual with excellent customer service skills.• An ability to use your own initiative, work independently and resolve issues. <p><i>The key responsibilities of this role are:</i></p> <ul style="list-style-type: none">• Attend any pre-event briefing and ensure all information is understood.• Prior to gates opening ensure you follow instructions regarding scanner procedures/checks.• Ensure all spectators entering the stadium have a valid ticket and this is scanned in accordance with the relevant procedures.• Do not leave the gate until the authorised time.• Comply with all signing in and out procedures.• Be alert to your surroundings ensuring you acknowledge and welcome all spectators into the grounds.• Ensuring sales are taken correctly and customer needs are met.• Adhere to and follow all cash handling procedures.• Maintain a fast-paced environment.• Be responsive to colleague and customer requests and queries and |

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| | <p>resolve any customer complaints using the training you have been provided and ensure issues are logged and deliver relevant feedback to your manager..</p> <ul style="list-style-type: none"> • Ensure you are familiar with emergency and evacuation procedures. • Ensure all security incidents, accidents and near misses are always logged in a timely manner and brought to the attention of your supervisor or where appropriate a steward. • Ensure a professional appearance at all times. • Be a positive ambassador of the Club for all events. • At all times, comply with company policy and code of conduct. • Attend staff training and meetings as required. • Perform any other reasonable tasks asked of you. <p>The Job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs</p> |
| <p>Measures of Success</p> <ul style="list-style-type: none"> • Feedback received from manager, colleagues and customers • Match day experience knowledge | |
| <p>Qualifications/Experience/Knowledge required</p> | <ul style="list-style-type: none"> • Please see person specification |