



ASTON VILLA FOOTBALL CLUB

Job Title: Matchday Control Room Assistant

Department: Security and Matchday Safety

Hours of Work: Variable hours (need to be available for First Team Home Matchdays working on average 8 hours per shift and other events at Villa Park which will include evenings and weekends)

Contract: Permanent

Salary: £18.39 per hour

Location: Villa Park

Closing Date: 7 February 2024

1. The Department

The Matchday Stewarding and Security Team have a vital role on a matchday ensuring the safety of all persons attending the venue in addition; enabling the operation to run smoothly providing customer satisfaction for those attending Villa Park. The team work hard and are dedicated to ensuring the operation runs effectively on matchdays creating a safe and enjoyable atmosphere for all attendees.

2. The Role

We have an exciting opportunity for a Matchday Control Room Assistant to join our team based at Villa Park. This is a pivotal role in supporting the seamless operation of matchdays and events, you will be responsible for addressing ticketing relating issues and enquires resolving any discrepancies, managing incoming calls coming into the control room and general administrative tasks.

You will also be responsible for monitor incoming SMS messages on reporting line and prioritise relevant reports and provide supporter information to the Safety Officer

For further information about the Role, please see the Role Profile.

3. The Person

This is a busy role that requires you to have strong organisational and planning skills and the ability to adapt to changing conditions quickly in a fast-paced operational environment. Ideally you will have Ability to work accurately, with close attention to detail and have proven customer service experience with the ability to handling difficult customer-facing situations.

You will also have exceptional communication and interpersonal skills, with the ability to build relationships with different audiences. You will also be a proactive self-starter who acts with a high level of integrity with the ability to demonstrate composure and remains focused during high-pressure situations.

You must be available to work irregular hours, including evenings and weekends, may be required based on matchday fixtures and other events at the Club.

As part of your application, please ensure you upload your CV and Cover Letter.

For further information please go to careers.avfc.co.uk/jobs

Right to Close Vacancy Posting Early

The Club reserves the right to close any advertised vacancies earlier than the advertised closing date if sufficient applications have been received.

Equality Statement

Aston Villa Football Club celebrates the diversity of its Club and embrace equal opportunities for all. We are proud to be a Disability Confident employer and fully support The FAs Football Leadership Diversity Code.

We welcome applications from all candidates regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex and religion or belief.

Safeguarding Statement

Aston Villa Football Club is fully committed to safeguarding children and adults at risk across our Club. As such, we adhere to Safer Recruitment processes and for some roles a satisfactory enhanced disclosure via the Disclosure & Barring Service may be required prior to starting in a role at the Club. For more information, please see [Aston Villa Football Club | The official club website | AVFC - Safeguarding](#)