



# Role Profile

## Matchday Control Room Assistant

**Role Reports To:** Safety Officer

**Role Purpose:** A pivotal role in supporting the seamless operation of matchdays and events by addressing ticketing issues, handling incoming calls, and managing general administrative tasks within the control room.

### Main Responsibilities and Accountabilities

- Provide Supporter information upon request to Control Room Safety Officer.
- Assist attendees with ticketing-related inquiries, issues, and ticket verification.
- Collaborate with the ticketing team to resolve discrepancies and ensure accurate ticketing information.
- Assist with supplying Parent/Guardian details in the event safeguarding or welfare concerns.
- Place interim ban or block ticket access to an account should this be requested by the Safety Officer.
- Point of call for Turnstile Control to assist with any requests for the Safety Officer.
- Manage incoming calls to the control room, addressing inquiries and providing information.
- Log and escalate issues requiring further attention, such as security concerns or medical emergencies.
- Assist with providing Supporter details to West Midlands Police upon request in line with our GDPR 'data sharing agreement'.
- Resolve issues promptly and ensure a positive experience for event participants.
- Monitor incoming SMS messages on reporting line and prioritise relevant reports.
- Inform the Control Room Staff/Safety Officer of relevant reports and provide supporter information based on the seat details provided.
- Log and handover all relevant information regarding matchday reports and requests at the end of matchday shift.
- Assist in coordinating communication within the control room and with external stakeholders.
- Any other reasonable duties and responsibilities which your line manager or another senior manager at the club asks you to perform.
- Work flexible hours as the Club requires, this will include matchday working evenings and weekends, and other stadium events.
- Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk.
- Support the Club's commitment to equality, diversity, and inclusion

### Qualifications, Key Skills & Experience

#### Essential

- Proven customer service experience with the ability to handling difficult customer-facing situations
- Proficient in using IT including (but not limited to) Microsoft Outlook, Teams, Excel, Word
- Excellent interpersonal skills, with the ability to build relationships with different audiences.
- Able to use initiative to resolve issues.
- Strong organisational and planning skills and ability to adapt to changing conditions quickly in a fast-paced high-stress environment during live events environment.
- Strong written and verbal communication skills which are clear, concise, and accurate to

<p>internal/external stake holders.</p> <ul style="list-style-type: none"> <li>• Ability to handle sensitive information with discretion and maintains confidentiality</li> <li>• Proactive, self-starter who acts with a high level of integrity.</li> <li>• Demonstrates composure and remains focused during high-pressure situations.</li> <li>• Ability to work unsupervised and as part of a wider team.</li> <li>• Ability to work accurately, with close attention to detail</li> <li>• Availability to work irregular hours, including evenings and weekends, may be required based on matchday fixtures and other events</li> </ul>
<p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of SRO ticketing systems</li> <li>• Proven experiences using ticketing systems, communication tools, and relevant software.</li> <li>• Ability to make informed decisions to address problems effectively.</li> <li>• Ability to work unsupervised and as part of a wider team.</li> </ul>
<p><b>Disclosure and Barring Service Check Requirement</b></p>
<ul style="list-style-type: none"> <li>• This role will be subject to a basic level disclosure</li> </ul>

*Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.*

*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](#)*