

# BRACKNELL HORNETS ICE HOCKEY CLUB

## Job Description



<b>JOB TITLE</b>	Admission Assistant
<b>DEPARTMENT</b>	Admission
<b>LOCATION</b>	Bracknell Ice Rink, John Nike Way, Bracknell
<b>SALARY</b>	Voluntary
<b>HOURS OF WORK</b>	Match days – Up to 3.5 hours – Start Time Dependent on Faceoff Time
<b>REPORTS TO</b>	Admissions Team Leader

### KEY OBJECTIVE OF THE ROLE

- To ensure all spectators are admitted for each fixtures in a safe and orderly manner.
- To provide an excellent service to Home / Away supporters in a professional and polite manner.
- To facilitate the safe ingress, circulation and egress of supporters at the complex.

### MAIN DUTIES AND RESPONSIBILITIES

- To attend the match briefing as given by the Match Coordinator and to understand the ticketing arrangements for each fixture.
- To ensure to let your Team Leader or Match Coordinator aware that you have arrived on site.
- Deal promptly, proactively, knowledgeably and courteously with all enquiries and be representative of the Club
- To ensure that the area around the box office is clear of obstructions. Any obstructions, hazards or found articles must be reported.
- To correctly operate the respective ticket scanning device.
- To work with stewards on duty at Box Office to prevent those persons refused entry for any reason from gaining access to the complex.
- Ensure to cash up your box office correctly and report all monies to the Club Manager along with crowd attendance figures
- To comply with any instructions given by the Club Manager to close your POS if required to do so.
- To be presentable at all times when working and demonstrate that you can represent the face of the club in the manner expected

Additional Duties (as required)

- To support match day stewards operations.

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**This document is a guide only and 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 the light of changing needs of the organisation.**

**All employees may be required to undertake any other duties as may be reasonably requested.**

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**Bracknell Hornets reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the Club's business.**

**All information which comes to the post holder's knowledge about the affairs of Bracknell Hornets Ice Hockey Club and sponsors/players, employees and officers must be treated in the strictest of confidence.**

<b>EMPLOYEE NAME</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	

<b>MANAGERS NAME</b>	
<b>SIGNATURE</b>	
<b>DATE</b>	