**<Insert Name of Club>**

**Position Description**

**JOB TITLE:**

**Duty Officer**

**OBJECTIVE:**

All clubs are required to have Duty Officers at their venue performing duties that support the on-field activities taking place.

Duty Officers perform a range of roles to support the delivery of football that is safe and provides a positive experience for all participants including players, coaches, spectators.

**RESPONSIBILITIES:**

* MAINTAIN A VISIBLE PRESENCE. Duty Officers should be supplied with a High Vis vest so that they are immediately identifiable at the venue.
* GREET VISITING TEAMS AND SPECTATORS. Duty Officers may be required to guide visiting teams to a suitable warm up area and may need to direct spectators to viewing areas.
* ANSWER QUESTIONS. Duty Officers may be required to answer question from participants not familiar with the venue.
* KEEP ORDER AT GAMES. Maintain 3 metre field run off by keeping spectators behind ropes or fences.
* SUPPORT REFEREES. Supervise technical area and benches as required. Monitor language from technical area reinforcing the values of the club.
* SPECTATORS. Move around the ground monitoring spectator behaviour addressing abusive or aggressive behaviour as required.
* ALCOHOL. Reinforce the rules on alcohol consumption at the venue.
* EMERGENCY. Know where support is available if required. This may be a committee member in the first instance or how to call an ambulance or police if required.

**RELATIONSHIPS:**

* Working with the committee person / match day co-ordinator to determine roles to be completed and identify the support that is available.
* Know who to report to at the end of the shift.

**ACCOUNTABILITY:**

* Responsible for supporting all participants to achieve a positive experience whilst engaged with football at that venue.

**ESSENTIAL SKILLS:**

* Good verbal communication skills.
* Interpersonal skills, including empathy and knowledge on de-escalating situations.
* Understanding of the culture and values of the club.
* Understand the alcohol laws in place at the venue.
* Knowledge of the timetable for the duration of the shift.

Ideally Duty Officers will volunteer time whilst at the venue. Shifts should be no longer than 2 hours.

**Reviewed January 2021**