



# Match Day Duty Officer

*Volunteer Committee Position Description*



## Reports To

President / Secretary



## Works Closely With

Groundsperson, Referee Appointment Manager, Canteen Supervisor, visiting club officials, referees

## PURPOSE OF THE ROLE

Be the welcoming, calm face of our club on match day. Ground set-up is handled by the first teams on each field, and pack-up by the last. Your job is to be present, visible, and approachable — making sure the day runs smoothly, everyone knows where they're going, and any issues are handled calmly. Ideally 2–3 Duty Officers share the load across a match day.

## KEY RESPONSIBILITIES

- Be present and visible across the grounds throughout the match day
- Welcome visiting teams, officials, and families and direct them to the correct fields
- Monitor the behaviour of players, coaches, and spectators and address any concerns early and calmly
- Act as the club's representative when liaising with referees, visiting club officials, and ground staff
- Complete any required match day paperwork or incident reports
- Liaise with the committee regarding any disputes, injuries, or serious incidents
- Enforce ground rules and the club's Code of Conduct as needed
- Confirm with the Groundsperson that first aid supplies and the defibrillator are in place and accessible
- Be a friendly, welcoming presence that reflects the values of our club

## TIME COMMITMENT

🕒 Match days only — approximately 4–6 hours per match day (role shared across 2–3 volunteers)



## People Management

Yes — monitors and supports volunteers and visiting officials on match days



## Budget Management

N/A

## SKILLS & EXPERIENCE (HELPFUL, NOT REQUIRED)

- Hold or willing to obtain a current volunteer Working With Children Check (WWCC) — essential
- Calm, confident, and able to handle conflict without escalating it
- Good knowledge of club grounds layout and Newcastle Football expectations
- Strong interpersonal skills — friendly and approachable
- First aid awareness (certificate preferred but not required)



## Essential Requirements

This role requires a current Working With Children Check (WWCC) — or willingness to obtain one prior to commencing the role. The ordinary hours of this volunteer role can include weekends and evenings.



## End-of-Year Handover

At the end of each season, the outgoing role-holder is responsible for: (1) reviewing and updating this position description to ensure it reflects how the role has evolved; (2) submitting the updated PD to the Secretary prior to the AGM; (3) participating in handover with their successor — sharing key contacts, documents, passwords, and institutional knowledge to ensure continuity for the club.

✔ You'd be great for this if...

*You're already at the ground every weekend — you might as well make it official! You're the calm in the storm, the friendly face everyone trusts, and the person who handles a tricky situation without breaking a sweat.*