



**WESTERN SYDNEY WANDERERS FC  
WANDERCREW POSITION DESCRIPTION  
MEMBERSHIP SUPPORT OFFICER**

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**TITLE:** Membership Support officer

**DEPARTMENT:** Membership Services Department

**LOCATION:** ANZ Stadium and Spotless Stadium

**REPORT TO:** Membership Services Team

## **OVERVIEW**

The Membership Support Officer will be required to assist the Western Sydney Wanderers FC (Club) on match days. They may be required for anywhere from one-to-two hours pre-match and post-match to familiarise themselves with event. The Membership Support Officer will need to prepare for briefing pre-match and then pack down designated areas. In some cases, you may be part of the pre-match activities which will require you to be there earlier.

## **PURPOSE OF ROLE**

- Support the Membership Services Team on any initiatives that require assistance on match day
- Assist with the set up and pack up of membership activations in the venue
- Provide exceptional customer service to Members in every interaction
- Pro actively engage Members and patrons around the venue
- Actively seek potential new Members and customers by engaging with them through data collection
- Follow correct procedures when setting up, packing up and operating in stadiums

## **KNOWLEDGE, SKILLS AND BEHAVIOUR REQUIRED**

- Proactive and positive attitude
- Ability to build rapport and strike up conversations easily
- Outstanding communication skills
- Great understanding of the game
- Remain professional during rostered hours
- Friendly, supportive and approachable manner at all times
- Can work in a team environment and take instructions from the Hub Leader
- Punctual and presentable with pride in delivery of the job you are assigned
- Willingness to adapt and adjust based on the needs of the environment

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## KEY AREAS OF RESPONSIBILITY

- Arrive at the match venue on match day at the time specified in your match day brief
- Ensure that membership marquee, signage and hand outs are in place prior to gate open
- Pro actively engage Members and potential new Members upon entry to the venue
- Assist with the pack up the activation at the designated time
- Assist with putting all equipment away in the designated area
- Confirm with your Hub Leader that your role is finished prior to leaving

## UNIFORM

You will be provided free of charge with:

- One (1) Wandercrew polo shirt

You have the option to purchase:

- One (1) Wandercrew jacket is available RRP \$60

You are required to wear in addition to the polo and jacket:

- Black pants or long shorts and comfortable footwear (preferably Nike sneakers)

## PARKING AND TRANSPORT

- There are a number of public transport options available to and from Sydney Olympic Park — please note select public transport is free with your tickets or Memberships
- Parking is available at P1 at your own cost

## VOLUNTEER POLICIES

Club appointed volunteers are expected to comply with the following rules and regulations:

1. Attend all non match day and match day briefing sessions and meetings arranged by the Club
2. Arrive at the match venue at the time stipulated by the by your direct report
3. Must wear the uniform provided and specified by this position description
4. Abide by accreditation terms including not issuing/lending passes to family, friends and the general public
5. Adhering to radio protocol if issued with a radio
6. Must not loiter in the player's tunnel, outside team dressing rooms and areas not directly related to their role

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7. Must not stand in the tunnel during the match
  8. Must sit down in seats allocated on your ticket(s) when not working
  9. Must not eat in the tunnel or whilst working on the field of play — Field-of-Play Assistants are permitted to place a bottle of water/drink underneath their chair
  10. Agree not to use mobile telephones, photographic cameras, video cameras and any other electronic devices when within the confines of the change rooms, tunnels and highly restricted areas, in addition at no point is anyone to take photos of any of the children participating on match day
  11. Agree not to request an autograph from any player, team official, club official or any other individual
  12. If requested to, return accreditation at the end of the match
  13. Abide by Club management and staff directions at all times