



**CAMBRIDGE  
UNITED**



# RECRUITMENT PACK

**TURNSTILE OPERATOR**



# THE CLUB

## WHO WE ARE

Cambridge United is a community-focused football club woven into the fabric of a world-renowned city admired for its education, research, and technology.

Cambridge United aspire to compete at the highest levels of English Football whilst operating a sustainable football club embedded within the heart of its community.

*As a Club we have three main objectives which we aspire to achieve:*

## CREATING MEMORIES

We are a modern progressive community focused club run sustainably to create memorable moments on and off the pitch, which help engage and excite current and future generations.

## DRIVING STANDARDS

Through constant self-reflection and education, we seek to evolve both on and off the pitch, with a clear focus on raising our standards and levels of performance.

## IMPROVING LIVES AND COMMUNITIES

With our players, staff, and fans at the heart of the Club, we seek to construct and enhance relationships between communities and use the power of sport to change lives.





# THE CLUB

## THE MISSION

Cambridge United aspires to compete at the highest level of the English Football League, whilst operating a financially sustainable football club embedded within the heart of its community. We are custodians with a collective responsibility to protect and enhance the Club for future generations.

## THE VISION

### CREATING MEMORIES

We engage current and future generations of supporters by creating memorable moments.

### DRIVING STANDARDS AND PERFORMANCE

We will evolve by driving standards and performance through self- reflection and education.

### ENHANCING LIVES

We are an inclusive Club that is United in Endeavour to enhance lives through the power of sport.

## THE VALUES

We engage positive and inspiring characters who are committed to serving and strengthening our community by adopting our three key values.

### TEAMWORK

We achieve more through working together than alone and are United in Endeavour.

### HARD WORK

We are committed to learning and working towards our pursuit of excellence in everything we do.

### HUMILITY

We will celebrate each other's successes and recognise that no individual is greater than the collective.



# THE CLUB

## WHY CAMBRIDGE UNITED?

We believe that standing still in both football and business is not an option. We are on an exciting journey to reach the highest levels of English Football.

Recent investment into training facilities and the purchase of the Cledara Abbey Stadium with further development being explored, optimises our aspiration to grow with one of the world's fastest developing cities where the rules of Association Football were created.

We pride ourselves on providing employees with an opportunity to succeed and value innovation, collaboration and personal growth. Most importantly we are dedicated to creating a supportive and inclusive environment, underpinned by our motto to be 'United in Endeavour'.



## THE JOB

<b>JOB TITLE:</b>	Turnstile Operator
<b>DEPARTMENT:</b>	Matchday
<b>REPORTS TO:</b>	Turnstile Supervisor
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	Competitive & Match Day Ticket
<b>HOURS:</b>	Casual Contract

### **ROLE SUMMARY**

Turnstile Operators are the first point of contact for supporters entering the stadium and play an essential role in delivering a smooth, safe, and welcoming matchday experience.

The role involves operating entry turnstiles, scanning tickets or passes, assisting spectators with entry queries, and ensuring crowd flow is managed efficiently.

Turnstile Operators help maintain stadium security by monitoring access, identifying issues, and directing fans to the appropriate areas. Professionalism, good communication skills, and a friendly approach are key to creating a positive first impression for all visitors.

### **KEY JOB OUTCOMES**

- To attend the match briefing as given by relevant members of staff and to understand the ticketing arrangements for each fixture.
- To properly sign on and off duty.
- To ensure that the online form is completed prior to next match indicating availability for work.
- To ensure that the area around the turnstile where deployed is clear of obstructions and operates freely.
- To correctly operate the respective ticket scanning device.
- To work with Safety Stewards on duty at turnstiles to prevent those people refused entry for any reason from gaining access to the Stadium.
- To comply with any instruction given by senior staff to close a turnstile if required to do so.
- Any other duties as requested by the Turnstile Supervisor, Match Day Safety Officer or Head of Operations.
- To attend and contribute (when required) to all CPD as required.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

As a term of your employment, you may reasonably be expected to perform duties of a similar or related nature to those outlined in the job description.



# THE PERSON

## SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

	REQUIRED	DESIRABLE
Familiarity with software systems	YES	
Experience within a stadium / event environment		YES
Experience of delivering excellent customer service	YES	
Safeguarding Children in Football / ACT Prevent		YES
First Aid Certification		YES

## PERSONAL QUALITIES/ATTRIBUTES

	REQUIRED	DESIRABLE
Hardworking and enthusiastic	YES	
Excellent organisational skills and attention to detail	YES	
Reliable and committed	YES	
Ability to work independently and as part of a team	YES	
Strong interpersonal skills, with the ability to prioritise tasks, meet deadlines and manage a varied workload	YES	
Excellent team player and motivator	YES	



# THE COMMITMENTS

## EMPLOYABILITY STATEMENT

Cambridge United FC is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

## SAFEGUARDING STATEMENT

Cambridge United FC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. For those positions where a criminal record check (DBS) is identified as necessary, this will be carried out in line with other safer recruitment checks. The post holder will be required to undergo Safeguarding training periodically.

## EQUALITY, DIVERSITY AND INCLUSION

Cambridge United FC is committed to promoting equality of opportunity for all staff and job applicants. We are committed to creating an inclusive workplace and welcome applications from disabled candidates. If you require any adjustments during the recruitment process, please let us know.

We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate based on age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.

<https://forms.office.com/e/WkrhMHMzL>



# HOW TO APPLY

## APPLICATION INSTRUCTIONS

Interested applicants should apply by submitting their application form, CV and Cover Letter. Applications which do not include all documents will not be reviewed.

## APPLICATION CLOSING DATE

31<sup>st</sup> July 2026.

## INTERVIEW DATE(S)

Flexible.

## START DATE

Immediate upon completion of relevant safer recruitment checks.