



**CAMBRIDGE  
UNITED**



# RECRUITMENT PACK

**DISABILITY SUPPORT ASSISTANT**



# 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 aspires 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

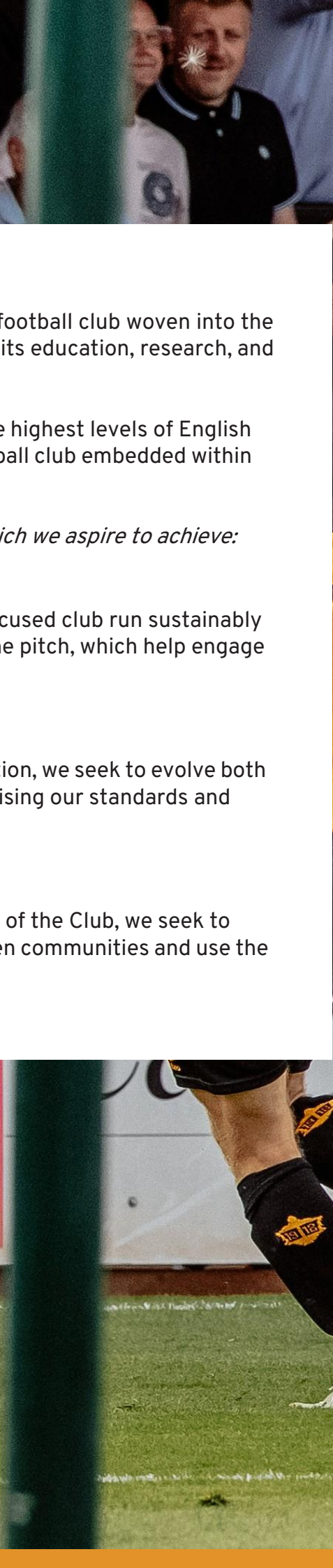
We are a modern progressive community focused club run sustainably to create memorable moments on and off the pitch, which help engage and excite current and future generations.

## 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 which will soon be redeveloped, 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'.

## VOLUNTEER BENEFITS

- Free match ticket for the game you are volunteering for.
- Match day voucher for free food and drink
- Training and development opportunities.
- Access to exclusive club events.



# THE JOB

<b>JOB TITLE:</b>	Disability Support Assistant
<b>DEPARTMENT:</b>	Ticketing
<b>REPORTS TO:</b>	Disability Support Liaison Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>HOURS:</b>	2 hours on home match days

## ROLE SUMMARY

To deliver a high quality matchday experience for home and away disabled spectators prior to kick off and post-match and support the DSLO

## KEY JOB OUTCOMES

- Be the first point of contact at the Accessible Hub.
- To engage with spectators and deliver a warm welcome.
- To assist disabled and wheelchair supporters entering the stadium as required.
- Support the issue and return of sensory bags as required.
- Provide information and advice about the Stadium and facilities available.
- Deliver excellent customer Service
- Ensure an excellent match day experience.

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



**THE PERSON**

**SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE**

	<b>REQUIRED</b>	<b>DESIRABLE</b>
Passion for Cambridge United FC	YES	
Experience helping and communicating with members of the public		YES
SEN and Inclusion Awareness		YES

**PERSONAL QUALITIES/ATTRIBUTES**

	<b>REQUIRED</b>	<b>DESIRABLE</b>
Excellent customer service skills.	YES	
Consistent team player able to forge excellent working relationships.	YES	
Good interpersonal skills.	YES	
Able to offer solutions to problems, using initiative and common sense.	YES	
Willing to work under pressure.	YES	



# THE COMMITMENTS

## **SAFEGUARDING STATEMENT**

Cambridge United FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all volunteers 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 volunteers. We are committed to creating an inclusive environment 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 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/WkrhMHMzzL>



# 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

Ongoing

## INTERVIEW DATE(S)

TBC

## START DATE

TBC