



***Newport County AFC
Volunteer Meeting
2018/19***



Why Volunteer?

- Part of delivering match day experience
- Gain new skills & knowledge
- Save the club money
- Rewards from the club
- Become an integral part of the club



Structure

Guy Price

COO

Ethan Foster

Head of Operations

Poppy Reynish

Volunteer Administration

TBC

Matchday Volunteer Lead

Commercial Leader	Media Leader	Ticketing Leader	Retail Leader	Programme Leader	Community Leader	Disabled Supporters Leader	Half Time Draw Leader
Rebecca Hemming	Hayley Ford	Lisa Savage	Mike Everett	Duncan Jardine	Norman Parselle	Colin Faulkner	Leanne Ashcroft



Match Day Process

- Confirm your attendance to your Volunteer Leader 36 hours before the match.
- Report to Lead Volunteer on a match day at your agreed time to sign in & collect ID
- Carry out duties as directed
- Sign out with Lead Volunteer, return ID and collect ticket



Group Leaders

- Confirm volunteers by lunchtime on Thursday or the day before a midweek game.
- Responsible for overseeing all aspects of their area
- Liaise with in advance of the day and on the day
- Assist in the recruitment and retention of volunteers.
- Attend match debrief when required.



Ticket Office

- Supporter sales
- Ticket collections
- Queries
- Away ticket sales
- Hospitality Ticket collections & queries
- Handling cash
- First Impression



Retail

- Sales
- Promotion
- Online shop order processing
- Customer Service
- Handling cash
- Longer hours needed
- Match Days & Non-Match Days



Programmes

Programme shop

- Prepare stock
- Sell & reconcile

Remote Sales

- Promote
- Sell
- Handling cash

7 volunteers



Commercial

Hospitality

- Set up Bisley Suite, serve and clear

Ground Staff

- Available pre, during & post match to deal with any stadium maintenance e.g. Sky Bet mats and sponsorship boards



Media

Gantry

- PA, Music & Video

Press Box

- iFollow, Social Media, Match Reports & Press Hosting

Photography

- Capturing images of the matchday experience & match action



Community

Community

- Match Day Groups
 - Meet & Greet
 - Players Q&A
 - Guard of Honour
 - Goody Bags & Autographs
- Half Time Activities



Disabled Supporters

Rodney Parade

- Home supporters parking and access
- Assist throughout the match day experience
- Assist out of ground after game

Maindee Primary School

- Home and Visiting Supporters parking
- Assistance and directing
- 12:30 start



Half Time Draw

- Promote & sell tickets
- Handling cash
- Oversee draw including reconciling
- Communicate draw results
- Share results
- Ensure prizes received



Requirements

- Complete all tasks asked of you that are appropriate to your role
- Always behave in a respectful manner to supporters and colleagues
- To represent our Club in the best possible manner.



Club Promises

- Safeguarding and wellbeing
 - Complaints Process
 - Reporting Structure
- Rewards
 - Opportunity to view the game
 - Priority for premium match tickets (i.e. Cup Games)
 - Free Access to Club Christmas Party



Sign Up Process

Complete the following tonight:

- Match Day Volunteer Registration Form
- Read and Review the Volunteer Code of Conduct
- Terms of Engagement