

Paul Robbins training and consultancy

AAT Access Award in Business Skills

Applying for and Obtaining a Job

Class Exercise Model Answer

You have recently seen the following job advertised on the Brighton and Hove Albion Football Club website.

Matchday “Here to Help” Assistants

Brighton & Hove Albion Football Club are currently looking for enthusiastic and high performing individuals to join the team.

This exciting matchday role will be responsible for offering friendly face to face, accurate information and support to all visitors and fans attending the American Express Community Stadium on a matchday.

Applicants must be comfortable with engaging with the public and have excellent communication skills. The successful candidates will have a helpful and cheery personality and have knowledge of the American Express Community Stadium. This role is ideal for season ticket holders who are available to work 2.5 hours prior to kick-off and are passionate about enhancing our supporters’ matchday experience.

If you think you have what it takes to join our high performing team at Brighton and Hove Albion Football Club, please send us your CV along with a covering letter.

You think that you have got the necessary skills to do this job and have decided to apply for it.

Task 1

Based on the information in the job advertisement, write a job description for the position of ‘Matchday “Here to Help” Assistant’.

Task 2

Based on the information in the job advertisement, write a person specification for the position of ‘Matchday “Here to Help” Assistant’, including stating whether requirements are ‘Essential’ or ‘Desirable’.

Task 3

Complete your Curriculum Vitae (CV), tailored to the position of 'Matchday "Here to Help" Assistant'.

Task 4

Write a covering letter to Brighton & Hove Albion Football Club, applying for the position of 'Matchday "Here to Help" Assistant'. The name of the recruiting manager is Mr C. Gull and the address is American Express Community Stadium, Village Way, Brighton, BN1 9BL

Task 5

Write a list of questions that you may be asked at interview for this position.

Task 1 – Job Description

<i>Duties and Responsibilities</i>	
<i>1</i>	<i>To assist fans getting around the American Express Community Stadium on a matchday</i>
<i>2</i>	<i>To provide information to fans on the local area, community and public transport</i>
<i>3</i>	<i>To take note of all fan comments, suggestions and complaints</i>
<i>4</i>	<i>To provide your line manager with reports and feedback in order to improve the fan experience</i>
<i>5</i>	<i>To ensure compliance with all relevant club policies, including health and safety and equal opportunities</i>
<i>6</i>	<i>To represent Brighton & Hove Albion Football Club in a professional manner</i>
<i>7</i>	<i>To maintain a flexible approach to work at all times</i>
<i>8</i>	<i>To undertake other duties and responsibilities as required from time to time</i>

Task 2 – Person Specification

Qualifications		Essential	Desirable
1	No formal qualifications required		
Knowledge and Experience			
2	Knowledge of the American Express Community Stadium		✓
3	Experience of working in a customer service environment	✓	
Skills			
4	Excellent communication skills	✓	
5	Microsoft Office skills – Word, Excel and Outlook	✓	
Personal Qualities			
6	Confident, positive, friendly, helpful and cheerful persona	✓	
7	Meticulous attention to detail	✓	
8	Reliable and committed to working every match day	✓	
9	Ability to work calmly under pressure	✓	
10	Ability to work unsupervised	✓	
11	A genuine team player	✓	
12	An interest in football		✓

Task 4 – Covering Letter

Your Name
Your Address
Your Address
Your Postcode

Today's Date

Mr C. Gull
Brighton & Hove Albion Football Club
American Express Community Stadium
Village Way
Brighton
BN1 9BL

Dear Mr. Gull,

I would like to apply for the position of Matchday “Here to Help” Assistant and enclose my current Curriculum Vitae for your attention.

I believe that I have what it takes to be a part of the team at Brighton & Hove Albion and hope to hear from you shortly.

Yours sincerely,

Your Signature

Your Name

Task 5 – List of Interview Questions

What made you apply for this job?

Why do you want to work at Brighton and Hove Albion Football Club?

What do you think are the key values of Brighton and Hove Albion Football Club?

What are your main strengths?

What are your areas of weakness?

Give an example of when you have provided excellent customer service?

Give an example of when you have worked well in a team?

Give an example of how you have resolved a difficult situation at work?

Why do you think that you are a good fit for this job?

How would you apply equality and diversity and equal opportunities in your work?