



**Job Title:** Millwall Lionesses Matchday Assistant

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**Hours of work:** 5 hours on home match days.

**Salary:** Voluntary

**Location:** St Pauls Sports Ground, Salter Road, Rotherhithe, London, SE16 5EF.

**Responsible to:** Millwall Lionesses General Manager

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### **Role Summary:**

Millwall Lionesses are looking for enthusiastic matchday assistants who will be able to ensure our supporters attending fixtures receive the best possible service each time, they visit St Paul's.

They will be the first point of contact for supporters using the area and help facilitate the best possible matchday experience.

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### **Key Responsibilities:**

- Support families in a safe and considerable manner
  - Be responsible for supervising the turnstiles to welcome supporters into the ground
  - Welcome families and supporters to St Paul's with a friendly, professional, and proactive attitude
  - Engage with fans to ensure everyone feels supported, informed, and part of a positive matchday experience
  - Monitor the ground throughout the game to ensure it is safe, comfortable, and inclusive for all
  - Be a visible and approachable point of contact for supporters needing information, reassurance, or assistance
  - Anticipate potential issues or needs before they arise, taking initiative to maintain a calm, enjoyable environment, and report any issues to relevant departments
  - Assist with family-friendly activities, mascots, games, and community engagement initiatives as required
  - Keep all posters, displays, and information boards up to date, accurate, and well-presented
  - Ensure that the ground and surrounding areas remain tidy, well-organised, and safe before, during, and after matches
  - Support with setting up and packing away equipment, materials, and signage as needed
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Millwall Community Trust Ltd.  
Registered Company: 3920152 Limited by Guarantee  
Registered Office: The Den, John Berylson Way, London, SE16 3LN  
Registered Charity: 1082274  
VAT Registration No: 805 1229 63





### Essential Requirements:

- Willing to undergo enhanced DBS process with us
- Ability to work under own initiative as a self-motivated individual
- Good communication skills
- Confident / Outgoing personality
- Upholding and promoting the clubs' policies and procedures including health and safety, safeguarding procedures
- Create an excellent stadium environment to enhance fan experience

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**To Apply:** To comply with safer recruitment procedures for the Club we are unable to accept CV's without an application form accompanied.

Please ensure that you complete our standard application form (which is available via a link on our website). If you do require assistance in any part of the application process, please contact us via [recruit@millwallfc.co.uk](mailto:recruit@millwallfc.co.uk)

Application Form Link: [www.millwallfc.co.uk/club-information/work-for-the-lions/application-form](http://www.millwallfc.co.uk/club-information/work-for-the-lions/application-form)

All applications need to be sent to [recruit@millwallfc.co.uk](mailto:recruit@millwallfc.co.uk)

Due to the quantity of applicants expected, only those short-listed will be notified.

### Closing date for applications: **Friday 19<sup>th</sup> June 2026**

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation. All employees may be required to undertake any other duties as may be reasonably requested.

Millwall Community Trust are fully committed to equality, diversity, inclusion, and anti-discrimination. We will work to address areas of under-representation and disadvantage in all aspects of our operations, activities, and services. In practice, this means that we will respect the needs of each and every individual regardless of their differences; and to this end we will deliver our operations, activities and services in such a way so as to ensure that that no one is excluded.

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Please note that the appointment of the successful candidate will be subject to standard preemployment screening, as applicable to the post. This will include right-to-work, proof of identity, Disclosure and Barring Service (DBS), and references.

Please note that any personal data submitted to the charity as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. The charity's Policy on Data Protection is available on request.



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Entry into employment with the charity and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

*'Millwall Community Trust is committed to safeguarding children and adults at risk. The successful candidate may be required to undertake a Disclosure and Barring Service (DBS) check through The FA DBS process. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information given.'*



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## Safeguarding Policy Statement

**Because of the nature of the work undertaken by Millwall Community Trust (MCT), it is required by law to have in place robust safeguarding policies and procedures to ensure the protection of children, young people and adults at risk. To ensure that MCT meets that duty - and as part of a proactive, integrated and consistent approach to safeguarding - the organisation has developed a Safeguarding Handbook.**

### What is safeguarding?

Safeguarding is the action that is taken to promote the welfare of children, young people and adults at risk and protect them from harm. Safeguarding means protecting people from abuse, maltreatment, neglect, harm and/or exploitation. Through MCT setting up and following good safeguarding policies and procedures, it means that children, young people and adults at risk - that come into contact with our organisation - are protected from those that might pose a risk. All organisations that work with (or come into contact with) children, young people and adults at risk are required to have safeguarding policies and procedures to ensure that everyone - regardless of their age, gender, religion or ethnicity - can be protected from harm.

### MCT's Safeguarding Ethos

MCT will always seek to provide protection to any person that receives our services. To this end MCT will provide staff and volunteers with guidance on procedures they should adopt in the event that they suspect a person may be experiencing, or be at risk of, harm. MCT believes that no one should ever experience abuse of any kind. MCT has a responsibility to promote the welfare of all children, young people and adults at risk to keep them safe. MCT is committed to work in a way that protects them. This **Safeguarding Policy Statement** applies to everyone that comes into contact with MCT - including as applicable - the Board of Directors & Executive Team, Senior Managers, Staff, Agency Staff, Contractors, Suppliers, Volunteers, Students on work experience, as well as anyone else working on behalf of MCT. This policy also applies to any other person that engages with the work of MCT and includes parents, carers, families and other visitors to MCT premises.

### Safeguarding at MCT

MCT places the safeguarding of children, young people and adults at risk as its prime focus and has developed full safeguarding policies and procedures. To underpin the approach, MCT ensures all of its management team, staff members and volunteers have been fully trained in safeguarding to enable the organisation to live and breathe its approach. **In developing MCT's safeguarding policies and procedures, the organisation has adopted the following three-part safeguarding strategy which focuses on:**

#### 1. Getting the right people involved with MCT

This is achieved through adherence to MCT's Safer Recruitment Policies and Procedures.

#### 2. Creating a safe environment for children, young people & adults at risk

This is achieved by providing all required safeguarding training, support and best practice advice; and further guidance by the effective communication of MCT's Codes of Conduct.

#### 3. Promoting clear systems to deal with any safeguarding concerns

This is achieved through implementation of all MCT's policies and procedures relating to safeguarding.

**A full copy of MCT's Safeguarding Handbook is available by speaking with (or contacting) the MCT person responsible for safeguarding.**



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