RECRUITMENT PACK FOR THE ROLE OF

TURNSTILE OPERATOR

HOURS PER WEEK: CASUAL HOURS
LOCATION: PORTMAN ROAD STADIUM

TURNSTILE OPERATOR
RECRUITMENT PACK

Ipswich Town Football Club is looking for friendly, confident and reliable Turnstile Operators to join our matchday team at Portman Road. You will control entry though stadium turnstiles, verify tickets or passes and a provide a safe, welcoming first point of contact for supporters attending match days and any other events.



TURNSTILE OPERATOR
RECRUITMENT PACK

KEY RESPONSIBILITIES:

- Operating turnstiles or scanning electronic tickets at stadium entrances.
- Checking tickets. Season tickets and accreditation passes for validity.
- Assisting supporters with entry issues (e.g. invalid tickets, scanning errors).
- Providing directions and basic information to supporters entering the stadium.
- Maintaining orderly queues and managing crowd flow at entry points
- Ensuring entry procedures comply with stadium safety and security policies.
- Reporting suspicious behaviour, incidents, or safety concerns to Supervisors.
- Supporting emergency procedures if required.
- Delivering a polite, professional and customer-focused service always.



TURNSTILE OPERATOR
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PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Experience	• Previous customer service experience • Experience working as part of team	
Skills and Abilities	• Excellent communication and interpersonal skills • Approachable and helpful • Friendly calm and confident when dealing with large crowds • Reliable and punctual • Calm under pressure • Team player, working closely with other stewards and supervisors	
Other Requirements	• Able to stand for long periods, outdoors in all weather conditions	

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WHO ARE WE?

Already one of the most storied clubs in England, following the successes of Sir Alf Ramsey and Sir Bobby Robson in the 1960s, 70s and 80s, the club's takeover by Gamechanger 20 Ltd in 2021 began a journey which has taken Town from the third tier to the top-flight. Three promotions in four seasons, two of which were to the Premier League, delivered success at Portman Road for the first time in a generation, sparking a major growth curve for the club both on and off the pitch.

Significant investment has been made in all areas of the club in recent years, with upgrades to Portman Road making our home a venue fit for world class concerts, top-level boxing and other major events. The summer of 2026 saw the opening of the club's new state-of-the-art training complex at our Playford Road base, in what is a major step for the club in order to build a platform for sustained success.

The work of our vibrant Foundation underpins our commitment to Ipswich and Suffolk, with a full range of initiatives supporting our aim to build an empowered, inspired, and inclusive community.

The club is committed to building an inclusive, ambitious, hard-working, passionate and energetic team off the pitch as well as on it, with our people knowing they can make a real difference as we strive for further success.

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IF THIS IS YOU:

If you are interested in applying for the role, please complete an online application form detailing why you are the ideal candidate for this position. Please note CVs will not be accepted for this role.

Please note that due to the high volume of applications we receive, only those successfully shortlisted for the role will be personally contacted. Therefore, if you haven't heard from us within four weeks of the closing date, please assume you haven't been shortlisted on this occasion.

SAFEGUARDING STATEMENT

Ipswich Town Football Club is committed to safeguarding the welfare of children, young people and adults at risk and requires all employees to share this commitment and promote the welfare of these groups. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.

EQUALITY STATEMENT

The successful candidate must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.