RECRUITMENT PACK FOR THE ROLE OF

HERE 2 HELP VOLUNTEER

VOLUNTEER ROLE
HOURS PER WEEK: MATCHDAYS
LOCATION: COLCHESTER COMMUNITY STADIUM

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IPSWICH TOWN WOMEN'S FOOTBALL CLUB

Ipswich Town Women's Football Club is seeking enthusiastic and dedicated volunteers to join our Here2Help team.

As a Here2Help Volunteer, you will act as a first point of contact for supporters attending home matches at the Colchester Community Stadium, helping to create a welcoming and enjoyable matchday experience. Positioned at key locations around the stadium, you will assist supporters, provide information, and play an important role in ensuring every fan receives a warm welcome.

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DUTIES INCLUDE, BUT ARE NOT LIMITED TO:

- Actively engaging with supporters in various locations around the stadium and ensuring a positive first impression is made for fans on their way to the Stadium.
- Answering supporter enquiries and going out of your way to assist fans.
- Distributing various collectables and stickers.
- Being responsible for representing the Club in a positive manner.

WHO ARE YOU?

- You will have customer service experience.
- You will have excellent communication skills.
- You will be comfortable in a busy, fast paced environment.
- You will be able to keep calm under pressure.
- You will be outgoing, enthusiastic and passionate about your work.

WE WILL GIVE YOU:

- A complimentary match day ticket.
- An ITFC Here2Help Hi-Vis.
- The chance to be part of a unique business.
- An environment that is exciting, fast paced and fun!
- Training, mentoring and support.
- Free parking.

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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.

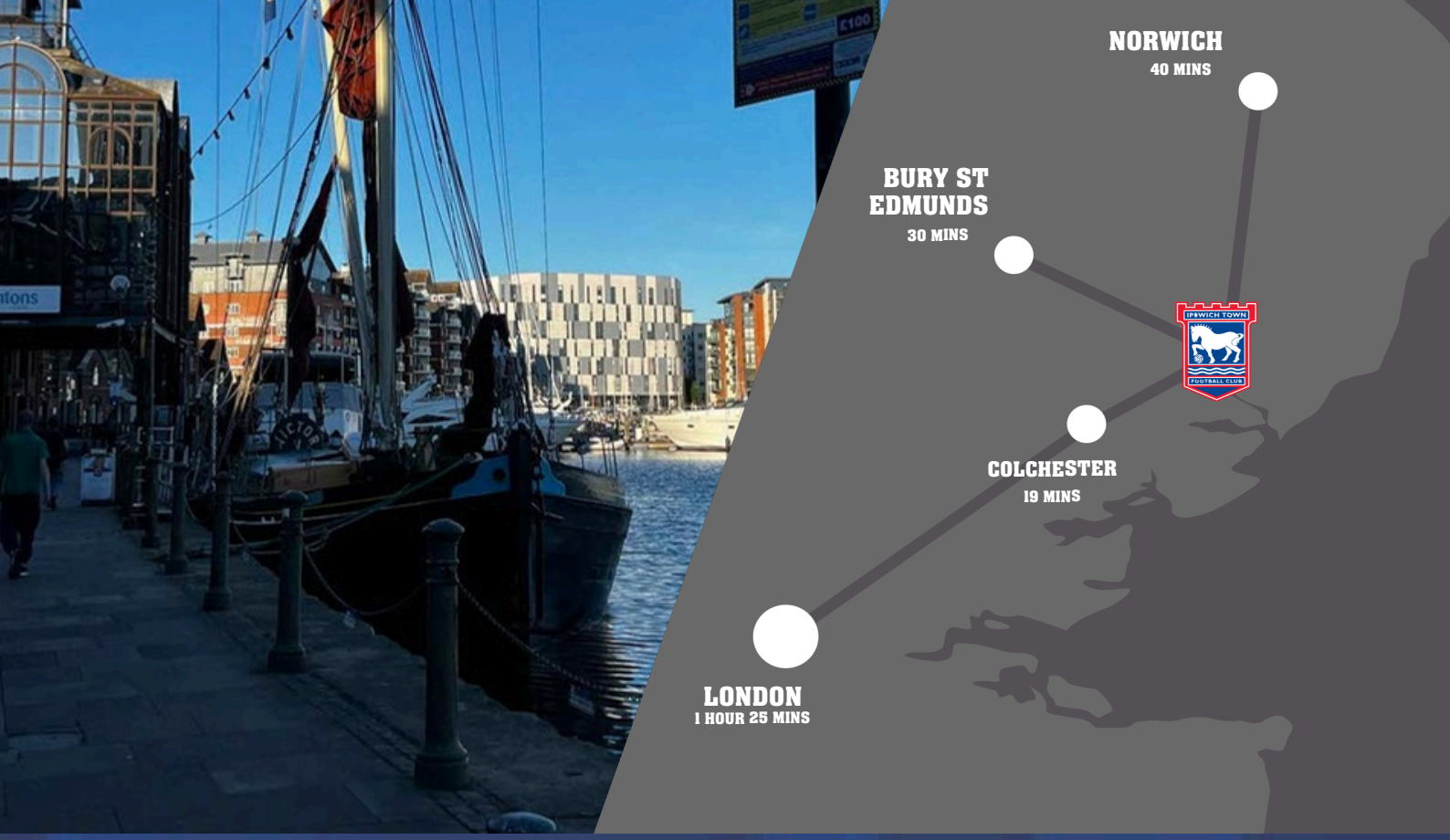
Please note that due to the high volume of applications we receive; only those successfully shortlisted for the role will be personally contacted. Therefore, if you haven't heard from us within four weeks of the closing date, please assume you haven't been shortlisted on this occasion.

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.



WELCOME TO SUFFOLK

There is a traditional theme running through Suffolk. It is a region of seaside entertainment, fish and chips on the beach and lazy days in the county.

Beautiful Constable countryside, fabulous coastline, remarkable wildlife and more. You can take a step back in time to explore Suffolk's fascinating history, and get right back up to date by visiting the modern, bustling town of Ipswich. There are also some great beaches in and around the area.

Ipswich has a unique, diverse identity with high quality restaurants, harbourside cafes, arts and shopping opportunities, making it the ideal place to live.

Wider job opportunities for your family are readily available in and around Ipswich in a number of different industries.

COMMUTING:
Ipswich is well connected both domestically and internationally.

Heading west on the A12, London is 86 miles away, while northbound on the A14 you can be in Cambridge within 60 minutes.

Frequent trains from Ipswich to London go directly into Liverpool Street and take just over 60 minutes

Ipswich Station,
Burrell Rd,
Ipswich
IP2 8AL