



## First Team Liaison Officer

Term:	Permanent
Department:	Football Administration
Location:	Trillion Trophy Training Centre, Redhill Road, Birmingham, B38 9EL
Salary:	Competitive
Hours of Work	Hours are set to meet the needs of the business but are a min of 37.5 hours per week
Application closing date:	07/09/2020

A fantastic opportunity has arisen at our Club for a First Team Liaison Officer to join the Football Administration department. Responsibilities are as follows:

### PLAYER AND LIAISON

- Create and manage an induction pack for new First Team Players and Staff.
- Arrange house viewings, manage lettings and agreements, house removal requirements, assisting with mortgage requirements and the completion of relevant paperwork to ensure a smooth transition into accommodation for First Team Players and Staff.
- Open bank accounts, apply for national insurance numbers and arrange insurance (health, vehicle, home, etc.) for First Team Players and Staff.
- Support First Team Players and Staff in sourcing vehicles and arranging collections and paperwork.
- Assist First Team Players and Staff with setting up all aspects of their personal lives including utility bills, mortgage payments, travel documents and banking.
- Deal with ticket requests for Players and Staff for both home and away matches and be the point of call on a home matchday for the friends and family of the Players and Staff.
- Liaise with the finance department for the submission and payment of invoices and expenses applicable to the Head Coach and First Team Staff.
- Assist the Head of Education in arranging language lessons for new Players and Staff where required.
- Work with the Head of Education to assist in sourcing schools for children of new First Team Players and Staff.
- Liaise with Players and their representatives for arrangements and requirements around trials and before and after the contract signing.
- Help ensure the smooth transition into local life for the family of First Team Players and Staff. Look to build relationships with local organisation and establishments to aid with this.
- Develop a network of contacts who can be on hand 24/7 if needed such as: estate agents, car suppliers, food providers and travel companies.
- Act as a point of contact for the First Team Players and Staff with the ability to act promptly in the event of any emergencies.
- Provide administrative and logistical support to the Head Coach, including diary management, liaison with other Club departments and external correspondence.



# **BIRMINGHAM CITY**

## FOOTBALL CLUB

### **CEO & BOARD LIAISON**

- Provide administrative and logistical support to the CEO and Board, including extensive diary management, travel and accommodation arrangements.
- Arranging any meeting rooms and ensuring necessary catering has been organised.
- Taking dictation and minutes on behalf of the CEO - Typing of all correspondence, drafting letters, reports when necessary.
- Ensure the smooth running of the Director's office including screening calls, timely delivery of any messages and dealing with all calls in the absence of the Director.
- Meeting and greeting visitors at all levels of seniority.
- Carrying out specific projects and research by the CEO and Board when requested
- Attend to general personal errands on behalf of the CEO and Board as required.

### **ADMINISTRATION**

- Assist with the recording of up to date player records including passport information, emergency contact details and national insurance numbers.
- Assist the media, marketing and commercial department with all player appearance requests and merchandise signing sessions, making sure the players understand what is required of them. Maintain accurate records of requests.
- Management of the team schedule ensuring all players and staff are aware of the weekly/monthly schedule.
- Booking travel/accommodation for medical purposes.
- Management and co-ordination of the away travel for first team matches including the booking of accommodation, coach transport and flights.
- Any other duties as and when required.



## **PERSON SPECIFICATION**

### **ACADEMIC QUALIFICATIONS**

### **ESSENTIAL REQUIREMENTS**

- A good standard of education (e.g. GCSE's or equivalent including Maths and English).

### **DESIRABLE REQUIREMENTS**

- Administration, Secretarial and/or IT software qualifications or relevant experience.

### **SKILLS & ABILITIES**

#### **ESSENTIAL REQUIREMENTS**

- Ability to work as part of a multidisciplinary team and establish credibility and integrity within the senior management team and key stakeholders.
- Ability to maintain confidentiality, acting with tact and diplomacy.
- Ability to develop effective administration and support systems.
- Ability to apply attention to detail, to ensure that information is recorded, monitored and analysed appropriately.
- Ability to complete tasks and projects on time and to a high standard, demonstrating a can do attitude.
- Ability to work to tight deadlines and under pressure.
- Ability to prioritise and manage own and others workloads.
- Ability to continually review progress to improve efficiency and effectiveness.
- Ability to provide oral and written information clearly and concisely and able to understand and explain matters arising in own area of work.
- Ability to deal with difficult situations and confidential matters according to policy and procedures, referring to others where necessary.
- Must possess excellent IT skills.
- Ability to work as part of a team.
- An understanding of the football industry.

#### **DESIRABLE REQUIREMENTS**

- Experience of working in a similar role within the sports industry.

#### **PERSONAL REQUIREMENTS**

- Resilient and authoritative
- Tenacity, ability to adapt to a constantly changing work environment

#### **TERMS OF APPOINTMENT**

- 37.5 hours per week
- 20 days annual leave (rising by 1 day per completed year of service, up to a maximum of 25 days, plus 8 statutory bank holidays) + 8 statutory bank holidays
- Up to 6 months' probation

#### **SPECIAL CONDITIONS**

- Flexibility with working hours required to meet demands of the role
- Full and clean UK driving licence



Only applicants that meet the above criteria will be considered for the role. Applicants must be able to demonstrate that they are eligible to live and work in the UK.

Under the Disclosure and Barring Service and in accordance with the Club's own rules regarding Safeguarding the post-holder will be required to meet minimum criteria regarding Safeguarding and a Disclosure and Barring Check will be required in this post. Exceptions Order to Rehabilitation of Offenders Act 1974 applies.

Birmingham City F C is an equal opportunities employer and welcomes applications from all sectors of the Community.

Anyone interested in the above role, please follow the link to apply - <https://bcfc.octofirstclass.co.uk/candidates/account/login/100115?aisId=12&rmlId=1059&src=3>