



JOB DESCRIPTION

Job title:	Player Liaison Officer	Contractual status:	Permanent
Reporting to:	Chief Operating Officer (COO)	Salary:	Competitive

Job Summary:

To be the single point of contact for all first team players and the management team for any personal or professional needs and actively contributing to a positive first team environment.

Roles and Responsibilities:

- Attend all home and away fixtures with the first team.
- Act as a point of contact for new professional player and first team staff arrivals, to support their transition to the Club.
- Assist the COO in the maintenance of departmental records; arrangement of meetings as directed; distribution of team schedules; post and deliveries.
- Arrange house viewings, handle lettings and agreements, house removals, and relevant paperwork for first team players and staff as directed by the COO.
- Open bank accounts and arrange insurance (health, vehicle, home, etc) and utilities for first team players.
- Help ensure the smooth transition into local life for the family of first team players and staff. Look to build relationships with local organisations and establishments to aid with this.
- Maintain a good understanding of Right to Work status to be able to assist the COO to support new player recruits.
- Work with the Head of Operations to support first team players and staff in sourcing vehicles, helping to arrange meetings, maintenance and collection.
- Ensure that all players arriving at the club are "road legal" to drive lawfully on UK roads.
- Manage ticket requests for players.
- Maintain a sound understanding of different faiths, religions and local communities to assist in providing credible support to those wishing to practice their faith.
- Assist Club departments player appearance requests, ensuring the player is appropriately prepared to deliver these effectively.
- Coordinate player merchandise signing sessions where required.
- Help with arranging language lessons for new staff and players, where required, including the need to source translators where necessary.

General

- Understand and implement the Club's Safeguarding policy, procedures, and best practice guidelines in your role. To use this understanding to ensure safe working practices, appropriate reporting of concerns and contribute positively to a safe environment.
- To be able to work flexible hours where the role of the job requires.
- Work towards agreed objectives.
- Comply with all Club policies.
- Promote the Burnley FC brand and ethos in a professional, strong, and positive manner.
- Work alongside other team members to support in other areas of the organisation as and when required to promote best practice.
- Hold a commitment to equality and diversity in the workplace.
- Willingness to attend training courses to enhance own professional development.
- Always demonstrate the Club's values.
- This job description is issued as a guideline to assist you in your duties and is not exhaustive. You may, on occasions, be required to undertake additional or other duties within the context of this job description.



PERSON SPECIFICATION		
CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Full, clean driving licence. • GCSE English & Maths at grade c/4. 	
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> • Strong administrative skills. • Flexible and willing to work unsocial hours including weekends and evenings. • Excellent interpersonal skills with an approachable style and the ability to manage and diffuse conflict. • Ability to handle situations sensitively and to maintain absolute confidentiality. • Time management skills to be able to plan and regulate workload including the ability to prioritise demands and thrive under pressure. 	<ul style="list-style-type: none"> • Sound IT skills including intermediate abilities in all MS Office programmes. • Knowledge of the local area.
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Naturally resilient, able to remain calm under pressure. • Access to transport for work purposes and to travel to locations throughout the local area. • Ability to work within a team and foster good working relationships. • Willingness to have a full DBS check. • A friendly, positive 'can do' and courteous attitude. • Show a commitment to the aims, vision, and values of Burnley FC. • An organised and efficient approach to work. • Flexible, helpful, and responsive. 	<ul style="list-style-type: none"> • A positive attitude towards professional development and their own learning.