



JOB DESCRIPTION			
<b>Job title:</b>	Supporter Liaison Officer	<b>Contractual status:</b>	Permanent
<b>Hours of work:</b>	35 hours per week. Monday to Friday: 9am to 5pm. However, you will be required to work all home match days as required	<b>Salary:</b>	Competitive
<b>Location:</b>	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	<b>Reporting to:</b>	Fan Experience Manager

### Job Summary:

To be a first point of contact for all supporters and assist the Fan Experience Manager in developing and delivering an excellent matchday experience for all supporters attending Turf Moor.

The SLO role is an integral role that links the fan base and the Club, and therefore this position focuses on positive communication and the ability to work with stakeholders to develop collaborative and effective relationships.

### Roles and Responsibilities:

- Be a reachable first point of contact for all supporters resolving queries, managing issues and handling complaints from all supporters.
- Liaise with other department heads and occasionally external stakeholders to ensure that supporter related issues are resolved.
- Assist the Fan Experience Manager in developing and enhancing the matchday experience for all supporters attending Turf Moor and other venues associated to Burnley FC.
- Maintain a positive relationship with external stakeholders such as the Premier League, Kick it Out, Level Playing Field, the FA and others to ensure Burnley FC is well represented and progressive in supporter related developments.
- Ensure there is strong and consistent communication with colleagues throughout the football league whos' Clubs may be visiting Turf Moor or vice versa to ensure that supporter related information is provided clearly and efficiently.
- Stay up to date with policies, guidance and best practice relating to supporters.
- Provide reports into to the Fan Experience Manager on themes relating to challenges concerning supporters and pro-actively work together to develop solutions.
- Develop regular supporter communications including but not limited to matchday guides for match attending supporters both home and away.

### General

- To 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.
- To 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"> <li>• GCSE English in a minimum of Grade B/5 or equivalent.</li> <li>• A recognised qualification in Customer Service or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in Business or an equivalent level qualification.</li> <li>• A positive attitude towards professional development and their own learning.</li> </ul>
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>• Experience of working in a customer facing / communications role or similar.</li> <li>• Excellent customer service skills.</li> <li>• Proficient in the use of telephone handling systems.</li> <li>• Proven conflict resolution skills.</li> <li>• Excellent verbal communicator with the ability to communicate with all stakeholders.</li> <li>• Excellent and concise written skills.</li> <li>• Time management skills to be able to plan and regulate workload including the ability to prioritise demands and thrive under pressure.</li> <li>• Excellent IT skills including intermediate abilities in all MS Office programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with supporters.</li> <li>• Experience using a CRM system.</li> <li>• Experience of working in a professional sport environment.</li> </ul>
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• An organised and efficient approach to work.</li> <li>• Flexible, helpful, and responsive.</li> <li>• Resilient and calming personality with the ability to de-escalate and maintain professional conduct in stress and conflict situations.</li> <li>• Ability to work within a team and foster good working relationships.</li> <li>• Willingness to have a full DBS check.</li> <li>• Meticulous standards.</li> <li>• A friendly, positive 'can do' and courteous attitude.</li> <li>• Displays no prejudice when working with others.</li> </ul>	



	<ul style="list-style-type: none"><li>• A commitment to the aims, vision, and values of Burnley FC.</li><li>• Highly motivated, determined, and conscientious.</li><li>• Displays enthusiasm and energy.</li><li>• Access to transport for work purposes and to travel to locations throughout the North West to attend meetings.</li></ul>	
--	---	--