



JOB DESCRIPTION			
Job title:	Disability Liaison Officer	Contractual status:	Permanent
Hours of work:	Part time: 20 hours per week flexible but must include all home matchdays	Salary:	Competitive
Location:	Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX	Reporting to:	Fan Experience Manager

Job Summary:

To support the Fan Experience Manager with the day to day operation for supporters, staff and visitors with a disability, ensuring their access requirements are met.

Roles and Responsibilities:

- Support the Ticket Office to resolve all enquiries associated with the Club's disabled supporters ensuring their access requirements are met, managing complaints and any escalations.
- Have a clear understanding of disability legislation and the Club's internal policies.
- Stay up to date with existing legislation including Equality Act 2010, accessible stadia guidance, new legislation and best practice guidance.
- Manage post-match reports, feedback and actions.
- Ensure the stadium and Club premises are accessible for both matchdays and non-matchdays.
- Support with any disability awareness training as required.
- Provide guidance on the management of tickets for supporters with a disability including personal assistant tickets.
- Liaise with other Clubs regarding the matchday arrangements for disabled supporters.
- Be the main point of contact for meeting supporters with a disability on home matchdays.
- Liaise with other department heads to ensure that supporter issues are resolved.
- Provide feedback on how we can continually improve our matchday experience for disabled supporters and "champion" the diverse needs of people living with a disability.
- 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 Key Performance Indicators (KPIs).
- 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.
- A commitment to equality and diversity in the workplace.
- Willingness to attend training courses including Safeguarding and Equality and Diversity.
- 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 – DISABILITY LIAISON OFFICER		
CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> GCSE English in a minimum of Grade B/5 or equivalent. 	<ul style="list-style-type: none"> A degree in any subject or an equivalent level qualification. Demonstrated skills or CPD in supporting the needs of people with different disabilities.
EXPERIENCE & SKILLS	<ul style="list-style-type: none"> Awareness of disability legislation. Knowledge of accessibility barriers and issues. Excellent customer service skills. Proficient in the use of telephone handling systems. Proven conflict resolution skills. Concise written skills and excellent verbal communicator with the ability to communicate with all stakeholders. Time management skills to be able to plan and regulate workload including the ability to prioritise demands and thrive under pressure. IT skills including intermediate abilities in all MS Office programmes. 	<ul style="list-style-type: none"> Experience of working with supporters and/or supporters with a disability. Experience of working in a customer facing / communications role or similar. Experience of working within a professional sport environment. Experience of delivering training / disability awareness sessions.
PERSONAL QUALITIES	<ul style="list-style-type: none"> An organised and efficient approach to work. Flexible, helpful, and responsive. Resilient and calming personality with the ability to de-escalate and maintain professional conduct in stress and conflict situations. Ability to work within a team and foster good working relationships. Willingness to have a full DBS check. Meticulous standards. A friendly, positive 'can do' and courteous attitude. Displays no prejudice when working with others. A commitment to the aims, vision, and values of Burnley FC. Highly motivated, determined, and conscientious. Displays enthusiasm and energy. Access to transport for work purposes and to travel to locations throughout the North West to attend meetings. 	<ul style="list-style-type: none"> A positive attitude towards professional development and their own learning.