



Morecambe FC is actively seeking a new Supporter Liaison Officer (SLO). The fundamental principle behind the role of an SLO is to be a trusted point of contact for supporters and help the flow of information between them, the Club and its various stakeholders. Seeking better engagement for supporters and overall increasing growth and transparency, the enthusiastic and passionate individual will help to promote proactive and constructive dialogue.

Although it is an unpaid voluntary position, it is an incredibly rewarding one with the opportunity to make a real difference with our team to develop the matchday experience here at the Mazuma Mobile Stadium.

Should we have suitable applications, we would welcome the idea of a team of SLO's forming, to both improve the provision and share the workload.

Summary:

Agreement: Voluntary, expenses paid where incurred.

Closing date: 11pm on Monday 6th November 2023.

Interviews: w/c Monday 13th November 2023.

To apply: Please refer to the below Role Description and if you would like express your interest, please send a cover letter outlining what would make you most suitable to take on this important role to recruitment@morecambefc.com

The successful applicant will be subject to satisfactory references and due to the nature of the role, appropriate DBS background checks.



ROLE DESCRIPTION

MORECAMBE FC – Supporter Liaison Officer	
Department	Supporter Liaison Officer
Reports to	Chief Executive Officer
Agreement	Voluntary
Remuneration	<p>This is a voluntary role. The Club will provide:</p> <ul style="list-style-type: none">• a dedicated SLO email address• complementary home tickets for all matches• complementary away tickets• a desk position in the club if necessary• reimbursement of expenses to fulfil the role.
Key Relationships	Club Management Team, MFC Supporters, MFC Supporter Groups, Other Clubs SLO's, MFC Community Sports
Purpose of the role	<p>The fundamental principle behind the role of an SLO is to be a trusted point of contact for supporters and help the flow of information between them, the Club and its various stakeholders. Seeking better engagement for supporters and overall increasing growth and transparency, the enthusiastic and passionate individual will help to promote proactive and constructive dialogue.</p>
Key Tasks & Responsibilities	<p>- Actively contribute to the Clubs desire to improve its matchday experience, and family excellence rating on an ongoing basis, by joining the 'Matchday Experience' working party.</p> <p><u>Between matches the SLO should:</u></p> <ul style="list-style-type: none">- Be available to both the Club and fans for communication purposes.- Correspond and communicate with fans and the Club regularly and as frequently as appropriate.- Attend fans' meetings/forums as invited, along with events held by the Club.- Visit internet message boards and, where applicable, join in the discussion, particularly where providing known information can clarify misunderstandings.



- Attend appropriate meetings and conferences relevant to the work of the SLO, including meetings with other clubs' SLOs.

- Attend any relevant training and development courses for SLOs, including but not limited to safeguarding, equality, diversity and inclusion training.

Before matches the SLO should:

- Verify official travel and ticketing arrangements, making sure that these are communicated to fans.

- Communicate with the SLO of the opposing club and exchange advice and information to assist both sets of fans to enjoy the best possible match-day experience.

On matchdays the SLO should:

- Be the main point of contact for both home and away supporters, providing information, answering queries and taking feedback on board.

- You will create relationships with a variety of people such as opposition SLOs, fan groups and the police to ensure a positive matchday experience for all.



PERSON SPECIFICATION

	Essential	Desirable
Knowledge & Experience		
Passionate about Morecambe Football Club and its ongoing development	✓	
Personal Qualities & Skills		
Interpersonal skills – must be a consistent team performer and able to forge excellent working relationships internally and externally	✓	
Have a polite and courteous manner and a personable approach	✓	
Enthusiastic and forward thinking	✓	
Can offer solutions to problems, using initiative and common sense	✓	
Willing to work in high pressure situations	✓	
Confident, positive, and confident interactions with people	✓	
Ability to travel independently	✓	
Good organisational and time management skills	✓	
Accuracy and attention to detail	✓	
A good level of verbal and written communication when dealing with internal and external stakeholders.	✓	
Ability to adapt quickly and be flexible in the face of change	✓	
Safeguarding & EDI		
To have due regard for safeguarding and child protection policies, including the welfare of children and young people	✓	
All volunteers are subject to DBS checks prior to any offer of role	✓	
To behave in an inclusive and respectful way, representing the positive EDI values of the club at all times	✓	

The Volunteer must at all times carry out their responsibilities with due regard to Morecambe FC policies and procedures.

The Volunteer must act to protect all young people and vulnerable adults that are in their care, following the Club's Safeguarding and Child Protection Policy at all times. The Volunteer must report any misconduct or suspected misconduct to the Senior Safeguarding Manager. The Volunteer 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 relations amongst employees, volunteers, supporters & customers. The above Role Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time as per the changing needs of the Club.