

## Job Description

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| <b>JOB TITLE</b>     | Disability Access Officer (Volunteer Role)                       |
| <b>TEAM</b>          | Livingston FC  |
| <b>BUSINESS UNIT</b> | Fans Support   |
| <b>REPORTS TO</b>    | The Board and Operational Committee ( <i>via the Secretary</i> ) |

### CORE PURPOSE OF THE ROLE

- Be responsible for supporting and advising the football club in relation to improving access and inclusion for its disabled supporters, customers, employees, volunteers and players.
- The DAO will be the club's key advocate for all disability-related matters and will champion disability issues, as well as promoting the business benefits of creating an accessible stadium, matchday and inclusive environment.
- The DAO will serve as the main point of contact between the football club and its disabled supporters, guests, players and employees and will work to facilitate a positive dialogue between the two parties.

### KEY ACCOUNTABILITIES

- To develop an access strategy across all levels of the club to undertake access improvements to facilities and services
- To ensure club employees and volunteers receive disability inclusion and etiquette training, and have a broad understanding of the requirements of disabled persons
- Act as a point of liaison between the club and its disabled visitors and fans, and their associations or groups
- Collate access information for disabled home and away supporters, with relevant matchday information on public transport from the city centre to the stadium and back, accessible accommodation, contact information and accessible facilities and services available at the improving and promoting accessible matchday services at the stadium
- To liaise with local disability communities to ensure the club is following best practices and encouraging new disabled fans to attend matches
- Other specific responsibilities as determined by the club
- Ensures own compliance with all the legislative, regulatory and statutory requirements, including Training & competence scheme and SFA/SPFL Training Workshops in respect of Disability Access

### KEY CAPABILITIES, KNOWLEDGE, SKILLS AND EXPERIENCE

- Effective influencing and written/verbal communication skills, display positive and enthusiastic attitude at all times.
- Understanding of local disability legislation and how to provide an accessible stadium
- Able to communicate with a wide range of key stakeholders, including senior management, local disability groups and differently disabled people
- Understanding working environment of Livingston FC
- Builds knowledge of fan base/ processes/ regulation/ SFA or SPFL fan initiatives or systems to resolve issues and provide solutions.
- Collaborative and engaging communication skills.
- Self-motivated and passionate about improving access and inclusion for disabled people

### KEY DIMENSIONS

|                   |  |
|-------------------|--|
| <b>PEOPLE</b>     | No Direct Reports  |
| <b>FINANCIALS</b> | Volunteer Role   |
| <b>REPORTS TO</b> | The Board and Operational Committee ( <i>via the Secretary</i> ) |
| <b>OTHER</b>      | N/A  |

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_

Print Name: