

Job Description

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

CORE PURPOSE OF THE ROLE

- Act as a conduit between supporters and the Club, allowing supporters the opportunity to raise any issues they may have and to put forward their thoughts, views and ideas to the Club Board and Operating Committee.
- The SLO gives fans a dedicated point of contact at Livingston FC, who will best represent their needs within the Club and ensure that the most common issues and ideas are raised at the highest level within the Tony Macaroni Arena.
- The role also serves as a link between other stakeholders in the game such as police, stewards and fans of visiting Clubs.

KEY ACCOUNTABILITIES

- To develop comprehensive knowledge of Livingston FC, Fan base and Supporter Clubs
- Act as conduit for all fans within the Tony Macaroni Arena with Board and Operational Committee Be visible, available and approachable at all home matches and away matches, if available
- Regular engagement with Fan Groups attached to Livingston FC via Supports Forums, Match day programme, Website, clinics and 1:1s
- Ensure that all ideas/ challenges/ issues are considered and submitted to LFC Board and Operational Committee Ensure that Livingston FC processes and systems accurately reflect changes notified by the SFA/SPFL/UEFA in respect of Supporter initiatives.
- Works with other stakeholders such as Safety Officer, Police and other Supporters Liaison Officers of other Clubs in Premier Division
- Manages own work ensuring that SLAs are met at all times.
- Ensures own compliance with all the legislative, regulatory and statutory requirements, including Training & competence scheme and SFA/SPFL Training Workshops in respect of Supporters
- Awareness of any risk management processes, ensures own compliance with all procedures and practices in respect of SLO role

KEY CAPABILITIES, KNOWLEDGE, SKILLS AND EXPERIENCE

- Effective influencing and written/verbal communication skills, display positive and enthusiastic attitude at all times.
- Effective interpersonal skills, able to build productive working relationships with Supporter Groups, general fans, visiting fans and Club sponsors.
- 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.

KEY DIMENSIONS

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

Signed: _____

Dated: _____

Print Name: