**Job Title – Supporter Liaison Officer**

**Hours – Permanent – 35 hours a week (Any 5 of 7)**

**About Us:**

Founded in 1893, Oxford United are one of the best-known names in football, with a proud and colourful history spanning over 130 years. Today, the club is comprised of the EFL Championship Men’s Team, the National League Southern Division Women’s Team, and Academy. Their charitable arm, Oxford United in the Community, undertakes a huge amount of positive work throughout the city and county.

**What We’re Looking For:**

Working to deliver Oxford United’s Fan Engagement Strategy, the Supporter Liaison Officer will be the main point of contact for fans, with an active role in enhancing and developing fan experience.

You will be responsible for:

* Strengthening links between the club and fans
* Promoting the partnership between the club, its fans and other key stakeholders
* Facilitating fan feedback to ensure it forms part of the club’s decision-making processes
* Delivering campaigns and initiatives that help create a positive, welcoming and enjoyable matchday experience for fans

**Brief description and duties:**

* To be the Club’s appointed Supporter Liaison Officer, as defined by the responsibilities set out in the EFL’s rules
* To keep up to date with regulations, best practice and innovation in fan engagement or matchday experience and delivery
* Participate in the consultation and on-going dialogue between clubs, fans (or their representatives) and other stakeholders (e.g. Safety Advisory Group)
* To promote the needs of fan within the club and to ensure the fan voice is represented in the decision-making process
* Participate in conferences / meetings between SLOs across other clubs, shadow visits at other stadiums and further events with training and networking purposes
* Participate in the delivery of activity related to League wide campaigns (e.g. Rainbow Laces)
* The SLO shall be present on matchdays (both at home and away) to act as a contact for fans, helping to improve their matchday experience and developing effective communication channels to ensure fans are up to date with anything that impacts their matchday experience

**Must Haves:**

* Strong relationship management experience
* Experience communicating well to a range of audiences, with excellent oral and written skills
* An understanding of fan engagement and an ability to build rapport with fans
* Ability to work under pressure

**Desirable:**

* Knowledge of football stadiums and experience of working with football supporters
* Experience working with under-represented groups or on topics related to ED&I