



JOB DESCRIPTION: Supporter Services Assistant

Department	Commercial
Report to	Head of Supporter Services
Contract	Full Time (40 hours pw)
Salary & Benefits	<ul style="list-style-type: none"> • £18,000.00 - £22,000.00 per annum • Medical Insurance & Health Cash Plan • 25 Days Holiday plus bank holidays • Enhanced Company Sick Pay • Cycle to Work Scheme
Primary Location	Swansea.com Stadium
The Role	Swansea City AFC are recruiting for a Supporter Services Assistant, who will also undertake duties of a Disability Liaison Officer (DLO) role. The successful candidate will be the first point of contact for the clubs' supporters and visitors. The ideal candidate will have a sound understanding of the Equality Act 2010 and a positive and co-operative nature.
Roles and Responsibilities	
Front of House Support	<ul style="list-style-type: none"> • Meet and greet stadium visitors • Answer telephone, email and in-person queries, directing them to the appropriate person or department • Assist with fan engagement initiatives and projects • Liaise with the Conference & Events Department regarding events/meetings being held at the stadium • Provide general administrative support to the Head of Supporter Services • Provide cover for the Stadium Receptionist
Accessibility	<ul style="list-style-type: none"> • To support the delivery of the access strategy across Swansea City AFC's match day and non-match days facilities and services • To promote the clubs' match day and non-match day accessible services and facilities, including but not limited to: <ul style="list-style-type: none"> ○ The Sensory Room ○ Retail Quiet Hours ○ Hearing Loops / Audio Headsets ○ Match Day Disability Liaison Team ○ Picture Stories / Match Day Guides ○ Accessible Parking / Changing Places Toilets etc



	<ul style="list-style-type: none"> • Liaise with departments on how they can make their services more accessible and provide the necessary support to department managers to ensure these improvements are made 	
Match Day	<ul style="list-style-type: none"> • Provide support to the ticketing department to ensure that individual access needs are met when selecting tickets/stadium seating • Provide guidance to the ticketing department regarding eligibility for personal assistant tickets • Liaise with other clubs regarding the match day arrangements for disabled supporters • To assist disabled supporters on match days, ensuring their access needs are met 	
Miscellaneous	<ul style="list-style-type: none"> • Respond to and act on, where appropriate, requests, comments, or complaints from all concerned with disability access, including issues raised by supporters, the Disabled Supporters Association, or the Club's Head of Supporter Services. • Take responsibility for the general upkeep of all disability and accessibility related items on the Club's website • Keep the Club informed of any new policies/legislation relating to disability and accessibility requirements. • To attend internal and external Equality, Diversity & Inclusion Working Group Meetings. • To support disability related projects as defined by the Head of Supporter Services • To support the HR Department with the implementation of Disability Awareness Training to all staff, match day and non-match day. • To understand and promote the clubs Safeguarding Policy and Procedures • To understand and promote the clubs Equality, Diversity & Inclusion Policy and Procedures 	
Person Specifications	Essential	Desirable
	<ul style="list-style-type: none"> • Working knowledge of equality legislation and ability to demonstrate experience of working on issues of accessibility • Ability to build strong working relationships across departments and with third parties through tactful and diplomatic communications. • Competent IT skills, including use of Microsoft Word, Excel, and PowerPoint to a high standard. • Demonstrate good organisational skills and ability to manage tasks 	<ul style="list-style-type: none"> • Previous experience working in a sports/entertainment venue • Previous experience working in a customer service-related role



	independently; not always relying on instruction.	
General	Swansea City AFC employees are expected to: <ul style="list-style-type: none">• Follow all Club Policies, such as Equality & Diversity, Health & Safety, Safeguarding, Anti-Corruption & Bribery and GDPR.• Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole.• To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.• To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health & Safety• Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance, as necessary.	

Please note an Enhanced DBS Check will be required for this role.

The closing date for this vacancy will be **18th February 2022.**

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#)

Equal Opportunities

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role. We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.

All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.

Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview.