JOB VACANCY

JOB TITLE	Fan Engagement Assistant
DEPARTMENT	Commercial

SALARY	Competitive
BENEFITS	25 days holiday, plus bank holidays
	Cycle to Work Scheme
	Private Medical Insurance & Health Cash Plan
	2 x Complimentary home match tickets
	Discounted Club Merchandise
	Enhanced Family Leave Payments

RESPONSIBLE TO	Head of Supporter Services

CONTRACT	Permanent
WORKING HOURS	40 hours (including weekends, evenings and bank holidays)

THE ROLE

The Fan Engagement Assistant will support the fan engagement team to deliver the club's fan engagement strategy, activities, and events to improve fan experience and community cohesion for both the men's and women's teams.

The Fan Engagement Assistant will act as a conduit between the supporters and the club, on matchday and non-matchdays, ensuring all club supporters receive an outstanding level of customer service and engagement.

ROLE RESPONSIBILITIES

Delivery of the Fan Engagement Strategy

- To support the delivery of the club's fan and community engagement strategy
- Support with the supporter services via e-mail, telephone and in-person
- Monitor, communicate and action any in-bound enquiries/ feedback and complaints to an appropriate outcome
- Work closely with the fan engagement team to deliver community initiatives aimed at engaging supporters across the city and community.
- Support the fan engagement team to deliver matchday experience targets through activations and events

Matchday Delivery

- Support the fan engagement team and deliver matchday activations including but not limited to dedicated or celebratory matchdays/ family stand activities/ experiences for first time fans/ pre-match build up/ half-time entertainment/ fan park/ and outside the ground
- Support and liaise with the club's Here to Help volunteers

Other

- Support with other administrative task and duties
- Support with fan facing information and communication such as ticketing or matchday updates for the website and social media

PERSON SPECIFICATION

- Previous experience working within a customer focused role.
- Previous experience handling complaints
- Previous experience working in a fast-paced environment with specific deadlines
- Must have a can-do attitude
- Strong communicator both written and spoken
- Positive and proactive mindset
- Clean full driving license
- Team player
- Excellent interpersonal and relationship management skills
- Excellent IT skills, specifically Microsoft Word, Excel and PowerPoint.
- Excellent attention to detail, with strong written and verbal communication skills

GENERAL STATEMENT

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.

SAFEGUARDING & WELFARE

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).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

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 individuals from diverse ethnic communities who are currently under-represented within the organisation.

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

How to Apply

Please complete an Application Form, available here. If you require the application form in an alternative format, please email jobs@swanseacity.com

The closing date for this vacancy will be **27th November 2026.**