

## Supporter Liaison Officer

### Role Description

<b>Job title</b>	Supporter Liaison Officer	<b>Department</b>	Club
<b>Position and responsible to</b>	CUSG CUSG chairman in conjunction with CEO	<b>Responsible for</b>	SLO team Meet & Greeters
<b>Overview of the role</b>	<ul style="list-style-type: none"> <li>• Independent, part time, volunteer role</li> <li>• Maintain and improve the lines of communication between the club and the fans</li> <li>• Point of contact for supporters</li> <li>• Liaise with the club's management with regard to supporter issues</li> </ul>		
<b>Key relationship (internal and external)</b>	<ul style="list-style-type: none"> <li>• CUSG and various CUFC supporters' groups</li> <li>• Club Safety Officer</li> <li>• DLO</li> <li>• <b>Developing strong relationships and engagement with other clubs/SLOs and supporter organisations/engagement groups</b></li> <li>• FA and EFL Supporters' team</li> <li>• Fans, local media</li> </ul>		
<b>Key Tasks</b>  (Daily, weekly, monthly, annually)  Specific events/actions	<p>SLO will:</p> <p><b>Service</b></p> <ul style="list-style-type: none"> <li>• Regularly attend meetings with the club's operational management as required</li> <li>• Available as the main point of contact at the club for supporters on match days at home – in person, by phone and on social media leading a support team of meet and greeters</li> <li>• Develop contacts within the supporter base at the club</li> <li>• Develop a team of volunteers</li> <li>• Work closely with the club's disability liaison officer (DLO) <b>and the disabled supporters' group.</b></li> <li>• Help fans and assist the club in decision-making and other relevant processes</li> <li>• Attend CUSG meetings</li> <li>• Chair supporter project working groups, as required</li> <li>• Undertake supporter related tasks as agreed with CUSG</li> <li>• Attend any EFL SLO meetings</li> <li>• Report to the club and CUSG</li> <li>• Engage with supporters across all channels</li> <li>• SLO or other members of the SLO team attend away games in their SLO capacity</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Attend meetings with the various fan groups</li> <li>• Post to TheCumbrians.net forum, club facebook account, and on twitter as CUFC_SLO to address issues and answer questions especially on match day, engage with SLOs of other clubs before matches</li> </ul> <p><b>Security</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the security officer on safety and security-related matters</li> <li>• Contribute to supporters behaving in accordance with security guidelines</li> </ul> <p>This role will be published on the club website</p>		
<b>Other matters</b>	<p>The club will provide:</p> <ul style="list-style-type: none"> <li>• <b>A free mobile phone</b></li> <li>• Computer and email / IT <b>if necessary</b></li> <li>• Complementary home tickets for all matches</li> <li>• Complementary away tickets</li> <li>• A desk position in the club <b>if necessary</b></li> <li>• Reimbursement of expenses to fulfill the role</li> </ul>		

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