

Supporter Liaison Officer

Purpose

To improve the relationships and communication with Supporters, the Supporter Alliance Group and Yeovil Town FC (YTFC).

To be the voice of Supporters by being the mediator between supporters of Yeovil Town FC and the Club (YTFC) to improve match day experience at YTFC by liaising with the above on matters such as Stadium, ticketing, away travel, entertainment on match day, match day experience, catering.

To improve the match day experience of supporters visiting from the opposition club on match days.

To aid the travel and match day arrangements of supporters travelling to support YTFC.

Role

Home Match day involvement –

To be point of contact on match days for supporter queries.

Attend steward briefings on home match days.

To provide information to travelling fans and promote the away supporter travel guide.

Meet and greet away fans.

Away match day involvement:

To be the point of contact for supporters travelling to away fixtures for information on travel, ticketing and match day plans

Obtain travel and match day information from opposition club and advertise to supporters.

Although it is not mandatory the flexibility to attend away fixtures is desirable.

Voice of the Supporter

To attend and engage in monthly Supporter Alliance meetings.

To provide regular feedback to the Club and to the Supporters.

Adhere to and promote Safeguarding regulations, Equality & Inclusion and GDPR regulations.

Working relationships

This role will report direct to the Supporter Director.

The SLO will work closely with the following groups/individuals:

The Supporter Alliance Group

Other supporter groups

Chairman of the Supporter Alliance Group

YTFC Stadium Manager

YTFC Media Manager

Other Executive Members of YTFC where necessary

SLO from opposition clubs

YTFC DLO

How to contact

To be the point of contact between the supporters and the Club

Slo@ytfc.net