

Supporter Liaison Officer

Role Description

Job title	Supporter Liaison Officer	Department	Club
Position and responsible to	CUSG CUSG chairman in conjunction with CEO	Responsible for	SLO team Meet & Greeters
Overview of the role	<ul style="list-style-type: none"> • Independent, part time, volunteer role • Maintain and improve the lines of communication between the club and the fans • Point of contact for supporters • Liaise with the club's management with regard to supporter issues 		
Key relationship (internal and external)	<ul style="list-style-type: none"> • CUSG and various CUFC supporters groups • Club Safety Officer • DLO • developing strong relationships and engagement with other clubs/SLOs and supporter organisations/engagement groups • FA and EFL Supporters team • Fans, local media 		
Key Tasks (Daily, weekly, monthly, annually) Specific events/actions	<p>SLO will:</p> <p>Service</p> <ul style="list-style-type: none"> • regularly attend meetings with the club's operational management as required • 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 • develop contacts within the supporter base at the club • develop a team of volunteers • work closely with the club's disability liaison officer (DLO) and the disabled supporters' group. • help fans and assist the club in decision-making and other relevant processes • attend CUSG meetings • Chair supporter project working groups as required • undertake supporter related tasks as agreed with CUSG • attend any EFL SLO meetings • report to the club and CUSG • engage with supporters across all channels • SLO or other members of the SLO team attend away games in their SLO capacity <p>Communication</p> <ul style="list-style-type: none"> • attend meetings with the various fan groups • post to Cumbrians forum, Club facebook account and on twitter as CUFC_SLO to address issues and answer questions especially on matchday • engage with SLOs of other clubs before matches <p>Security</p> <ul style="list-style-type: none"> • collaborate with the security officer on safety and security-related matters • contribute to supporters behaving in accordance with security guidelines <p>This role will be published on the club website</p>		
Other matters	<p>The club will provide:</p> <ul style="list-style-type: none"> • a free mobile phone • computer and email / IT if necessary • complementary home tickets for all matches • complementary away tickets • a desk position in the club if necessary • reimbursement of expenses to fulfill the role 		

Document version	210506 v4	
Preparation date	13 May 2021	
CUSG approval	7 June 2021	
Next review	31 May 2022	CUSG board