



Matchday Supporter Liaison Officers

- Contract Type:** Casual, Part Time
- Salary:** Competitive
- Location:** London Stadium, Queen Elizabeth Olympic Park, Stratford
- Closing date:** 31st January 2018

We are recruiting for a number of Matchday Supporter Liaison Officers to work at London Stadium for the 2017/18 football season, who will be responsible for providing all supporters with information and assisting with feedback, enquiries and complaints on all first team home matchdays.

Our aim is to ensure that all supporters at London Stadium have a memorable experience and the successful candidates will play a key role in delivering the best service possible.

Supporter Liaison Officers will be positioned inside and outside of the Stadium and will be at hand to help, offering a friendly-face, accurate information and support to all who attend a West Ham United match at London Stadium.

Key Responsibilities:

- Help create a safe environment for supporters
- Assist fans getting around the Stadium and Queen Elizabeth Olympic Park
- Provide information to fans on the local area, community and public transport
- Have a good knowledge of London Stadium to allow fans to quickly move around the Stadium to give assistance where needed
- To take note of and assist with all fan comments, suggestions and complaints and to provide reports and feedback to the Supporter Services Manager in order to improve the fan experience.
- Provide accessibility support to home and away supporters
- Use a well-rounded knowledge of football and West Ham to assist fans in the best possible way
- Commit to work all West Ham United home matchdays

Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Skills, Knowledge & Experience

- A strong team player
- An outgoing, passionate, energetic, and motivated professional
- An empathetic and supportive approach
- Ability to work on a team as well on your own without supervision in a busy environment
- Exceptional communication and interpersonal skills
- Confident and outgoing personality
- An NVQ in crowd management / crowd safety would be an advantage
- Fluency in second language would be beneficial
- Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with the being Disability Confident Committed. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Once you have applied for this role you are required to complete an equal opportunities survey to allow the Club to monitor the success of its equality initiatives. The survey will take two minutes and can be access using the following link: https://www.surveymonkey.co.uk/r/WHU_Equal_Opportunities.

To apply please email your CV with a covering letter and return e-mail address to hr@westhamunited.co.uk by **31 January 2018**. We encourage applicants to apply as early as possible as we reserve the right to close the advert earlier than advertised.

