



Matchday Supporter Liaison Officers

Salary:	£10.85 per hour
Hours:	Part-Time – 12 hours per week
Contract Type:	Fixed-Term, until 31 st May 2022
Closing Date:	Sunday 25 th July 2021
Location:	West Ham United Stadium, Stratford

We are committed to the principle of equality and equal opportunities in employment and have been accredited with being a Disability Confident Leader. 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.

West Ham United FC is committed to equality and safeguarding children and vulnerable adults. Positions that involve working with such groups are subject to safer recruitment protocols, including DBS Disclosure at enhanced level.



Job Purpose:

We are recruiting for a number of Matchday Supporter Liaison Officers to work at London Stadium for the 2021/22 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, sexual orientation and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Person Specification

Due to the nature of the role, we can only accept applications from those who are over 18.

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)



Experience/Abilities/Skills/Knowledge:

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- Commit to work all West Ham United home matchdays

As an employer we are committed to promoting and protecting the physical and mental health of our staff.

To apply, please email your CV with a covering letter to humanresources@westhamunited.co.uk by Sunday 25th July 2021.

Due to a high number of expected applicants, only those successful will be contacted.