



# Matchday Supporter Liaison Officer

## Job Description

Job details	
<b>Job title:</b>	Matchday Supporter Liaison Officer
<b>Location</b>	Bristol Rovers football club, The Memorial Stadium, Horfield, Bristol, BS7 0BF
<b>Hours:</b>	Matchdays 1pm-6pm
<b>Responsible to:</b>	Head of Media
<b>Job Purpose:</b>	<p>As a Matchday Supporter Liaison Officer, you will be one of the first faces our supporters see on matchdays. Acting as an ambassador for Bristol Rovers Football Club, you will help foster a welcoming, inclusive and positive matchday environment where every supporter feels valued.</p> <p>You will provide information and assistance to fans, support a range of supporter engagement activities, gather valuable feedback, and work closely with departments across the Club to ensure every matchday runs smoothly.</p> <p>This is an exciting opportunity for individuals who are passionate about football, enjoy working with people, and want to play a key role in enhancing the supporter experience at Bristol Rovers FC.</p>
PRINCIPLE ROLE AND RESPONSIBILITIES	
1.	Serve as a friendly, visible and professional first point of contact for supporters on matchdays.
2.	Maintain an approachable presence around the stadium before, during and after fixtures.
3.	Create a welcoming, safe and inclusive environment for all supporters attending fixtures.
4.	Coordinate and support a team of volunteer Supporter Liaison Officers on matchdays and at selected Club events.
5.	Provide information and guidance regarding the stadium, local area, community initiatives and public transport options.
6.	Support the delivery of fan engagement activities, including competitions, giveaways, half-time quizzes, supporter activations and matchday entertainment.
7.	Deliver exceptional customer service while resolving supporter queries and concerns in a professional and timely manner.
8.	Gather supporter feedback, identify emerging issues and trends, and help shape improvements to the matchday experience.
9.	Work collaboratively with departments including Ticketing, Safeguarding, Safety and Disabled Supporter Assistance to ensure supporters receive the highest standard of service.
10.	Represent Bristol Rovers Football Club in a professional and positive manner



	<b>Personal Attributes/Values</b>	<b>Essential</b>	<b>Desirable</b>
	Passionate about delivering exceptional customer service.		
	Excellent communication and interpersonal skills.		
	Enjoys engaging with a diverse range of people and building positive relationships.		
	Possesses strong problem-solving and conflict-resolution abilities.		
	Can remain calm, professional and resilient in a busy matchday environment.		
	Is a reliable, proactive and enthusiastic team player.		

**Safeguarding Statement**

Safeguarding Statement Bristol Rovers FC Football Club is committed to safeguarding the welfare of children and young people and expects all staff and Volunteers to endorse this commitment. This post requires an Enhanced Disclosure and Barring Service Check (DBS) as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared". Relevant information and / or documents will be distributed as part of the recruitment process.

**Equality, Diversity and Inclusion**

Equality, Diversity and Inclusion Bristol Rovers FC Football Club's commitment to Equality, Diversity and Inclusion is to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy or maternity and to encourage equal opportunities (Protected Characteristics, Equality Act 2010). Employees of Bristol Rovers FC Football Club must ensure a positive commitment towards equality, diversity and inclusion by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.

**How to Apply**

Please send a CV, complete the attached [Employment Application Form](#) and confirm your salary expectation to [recruitment@bristolrovers.co.uk](mailto:recruitment@bristolrovers.co.uk)