



Volunteer Supporter Liaison Officer

Job Description

Job details	
Job title:	Volunteer Supporter Liaison Officer
Location	Bristol Rovers football club, The Memorial Stadium, Horfield, Bristol, BS7 0BF
Hours:	Matchdays 12pm – 3pm
Report to:	Head of Media
Job Purpose:	<p>As a Volunteer Matchday Supporter Liaison Officer, you will play an important role in helping create a welcoming, inclusive and enjoyable matchday experience for all supporters attending The Memorial Stadium.</p> <p>Working as part of our Supporter Liaison team, you will act as an ambassador for Bristol Rovers Football Club, providing information, assistance and a friendly face to supporters before each home fixture.</p> <p>Volunteer SLOs support the Club for approximately three hours prior to kick-off and are then free to enjoy the match from the stands, with complimentary admission to the game.</p> <p>Please note: This is a voluntary position and does not constitute employment with Bristol Rovers Football Club.</p>
You will receive:	Complimentary admission to Bristol Rovers home fixtures following your volunteering duties.
	The opportunity to play a meaningful role in enhancing the supporter experience at The Memorial Stadium.
	Experience working within a professional football club environment.
	Opportunities to develop customer service, communication and supporter engagement skills.
	The chance to meet fellow supporters and be part of a passionate and welcoming matchday team
PRINCIPLE ROLE AND RESPONSIBILITIES	
1.	Serve as a friendly, visible and approachable point of contact for supporters before home fixtures.
2.	Help create a welcoming, safe and inclusive environment for all supporters attending The Memorial Stadium.
3.	Provide information and guidance regarding stadium facilities, ticketing enquiries, public transport options and the local area.
4.	Support supporter engagement activities, including competitions, giveaways, activations and pre-match entertainment.
5.	Assist supporters with queries and direct them to the appropriate Club departments where necessary.



6.	Work alongside the Matchday Supporter Liaison Officer and wider matchday teams to identify and resolve supporter issues.
7.	Gather informal feedback from supporters and share insights that may help improve the matchday experience.
8.	Represent Bristol Rovers Football Club in a professional, positive and friendly manner at all times.
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

PERSONAL ATTRIBUTES/VALUES		Essential	Desirable
	Passionate about delivering exceptional customer service.		
	Excellent communication and interpersonal skills.		
	Enjoys engaging with a diverse range of people and building positive relationships.		
	Approachable, friendly and confident speaking with supporters.		
	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](#) to recruitment@bristolrovers.co.uk