



JOB DESCRIPTION

JOB TITLE: Disability Liaison Officer

DEPARTMENT: Supporter Services

REPORTS TO: Disability Access Manager

LOCATION: Etihad Stadium – City@Home

DATE: 01/09/2018

Job Purpose

- To pro-actively support the Disability Access Manager in delivering the day to day operation, within all stadia for all teams, for the Club's disabled supporters, staff and visitors providing support to ensure that their access requirements are met.
- To pro-actively support the Disability Access Manager in implementing a world leading supporter/customer service strategy across the business.
- To pro-actively support the Disability Access Manager for club-wide compliance, identifying improvements to service and driving change.

Key Responsibilities

- Have a clear and precise understanding of disability legislation and the Club's duty in providing an accessible stadium and Club premises (i.e. accessible facilities and services for disabled supporters, visitors, staff and players) on both match and non-match days.
- Stay up to date with existing legislation including Equality Act 2010, accessible stadia guidance (e.g. CAFÉ and UEFA Access for All and the UK Accessible Stadia), new legislation and best practice guidance.
- Support Supporter Services team to resolve queries and manage issues/escalations and complaints for all enquiries associated with the Club's disabled supporters
- Provide guidance on the equal management of disabled supporter tickets including the provision of personal assistant tickets
- Manage the allocation of disabled parking areas on match days
- To ensure the Web based Customer Service portal (FAQ) is kept up to date
- Act as a liaison between Manchester City's Disabled Supporters Association, the Club and its disabled supporters. Support the establishment of user-led consultation and on-going dialogue between disabled people and the Club.
- Liaise with other Club DLO's and external organisations (such as Level Playing Field, and other disability organisations) and encourage sharing of good practice
- Play a lead role in Visit Football and the Premier League Supporter Survey to improve the matchday experience
- Provide reports to the Disability Access Manager including the production of documents detailing challenges, advances and solutions concerning access to services.
- Manage other service related projects as defined by the Disability Access Manager
- To support with disability awareness training as requested



Matchday Responsibilities

- Work all matchdays and non-matchdays at all stadia, including away matches when required.
- To liaise with other DLO's and Clubs regarding matchdays arrangements for disabled supporters
- Responsible for all pre-match checks in preparation for matchday
- Prepare briefings for the Audio Commentary team, ensuring that audio equipment and facilities are ready and available each match day.
- To take overall responsibility for meeting and greeting our Disabled Supporters on matchdays
- Support the Disability Access Manager with matchday observations as required providing key insight and suggestions into how we can continually look to improve the matchday experience for our disabled supporters.
- Manage post-match reports, feedback and actions

Key relationships

Internal

- Disability Access Manager
- Head of Supporter Services
- Supporter Services Manager
- Ticketing Manager
- Service Manager
- Support Manager
- Sales & Service Systems Manager
- Safety & Security Team
- Stadium Managers (Etihad and Academy)
- Health & Safety Manager
- Supporter Clubs Manager
- Facilities and Infrastructure

External

- All supporters, hospitality customers and visitors
 - Supporter organisations and leaders of independent social media networks
 - The Premier League, Football Association and UEFA
 - Level Playing Field
 - Centre for Access to Football in Europe (CAFÉ)
 - Matchday operations partners
-



Organisation chart





Person Specification

Job Title: Disability Liaison Officer

Location: Etihad Stadium – (City@Home)

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc
<u>Essential</u> <ul style="list-style-type: none"> ▪ Awareness of disability legislation and providing an accessible stadium and Club premises (i.e. accessible facilities and services for disabled supporters, visitors, staff and players) ▪ Knowledge and understanding of customer sales and service processes and procedures ▪ Knowledge and use of CRM systems. ▪ Knowledge of KPIs
<u>Desirable</u> <ul style="list-style-type: none"> ▪ Knowledge and understanding of IT software and systems
Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc
<u>Essential</u> <ul style="list-style-type: none"> ▪ Strong communication and presentation skills ▪ Knowledge and understanding of IT software and systems ▪ Proficient in the use of a telephone handling systems and PC & MS Windows applications
General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc
<u>Essential</u> <ul style="list-style-type: none"> ▪ Customer focussed with exceptional customer sales & service skills ▪ Change agent (ability to embrace change) ▪ Excellent communication (written and oral) and interpersonal skills – the ability to communicate effectively with people at all levels ▪ Flexible and adaptable. ▪ Conflict management/resolution. ▪ Enthusiasm and willingness to be flexible in approach to achieve desired outcomes ▪ Strong 'can do' approach ▪ Remain calm under pressure ▪ Rigorous attention to detail ▪ High work commitment ▪ Commitment to equal opportunities ▪ Extremely well organized with the ability to perform under tight deadlines
Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.
<u>Essential</u> <ul style="list-style-type: none"> ▪ Experience in a relevant customer sales and service role ▪ Experience of working with disabled supporters/supporters and meeting accessible requirements and needs ▪ Significant experience within the sports/entertainment industry at a large (10,000 and above) capacity venue or disability organisation ▪ Demonstrable experience in managing diverse and sometimes conflicting stakeholders and reaching mutually agreeable solutions on potentially contentious issues
Qualifications: the level of educational, professional and/or occupational training required
<u>Desirable</u> <ul style="list-style-type: none"> ▪ Undergraduate degree in Business, or related field or equivalent experience/training