



Job Title: Matchday Supporter Liaison Officer

Reports To: Supporter Liaison Officer

Location: Kassam Stadium, Grenoble Road, Oxford, OX4 4XP

Job Type: Volunteer

Role Description:

Oxford United are recruiting to create a team of volunteer Matchday Supporter Liaison Officers (MSLOs) to assist the Club's Supporter Liaison Officer on home matchdays with improving the experience for supporters.

The role of a MSLO is to be the first point of contact for supporters and fan groups on matchdays regarding queries, issues and feedback. We aim to ensure that all visitors to the Kassam Stadium have a memorable experience, and successful candidates will play a key role in delivering best-in-class service.

Reporting to the Supporter Liaison Officer (SLO), MSLOs will provide help, guidance and answers to supporter enquiries in the build up to kick-off, as well as taking feedback and suggestions during the game and post-match. MSLOs will act as advocates for both Oxford United and supporters, be a friendly face to welcome people to the Kassam Stadium and will liaise and feed back to the Supporter Liaison Officer to ensure all supporter issues are resolved. They will always act in a professional, courteous and positive manner.

The role is different to that of stewards, with a focus on liaising with supporters directly.

Role & Responsibilities – General:

- To be a visible point of contact for supporters
- Provide help, guidance and answers to supporter enquiries
- Take feedback and suggestions from supporters
- Assist supporters with wayfinding on matchdays
- Pass on all matchday feedback to the SLO
- Assist the SLO with matchday activities
- Attend meetings and training with the SLO as and when required

Essential Skills:

- Good communication and conflict resolution skills
- Ability to work in a team
- Willingness to learn
- High degree of commitment, motivation and reliability
- Ability to communicate, particularly in groups and in public
- Assured negotiating skills and assertiveness
- Understand and implement the Club's safeguarding policy, procedures and best practice guidelines in the role
- Hold a commitment to equality and diversity in the workplace and a willingness to undertake all relevant equality and diversity training

- Have a flexible approach to work and be able to work evenings and weekends

Desirable:

- Prior volunteering or work in a supporter or service role
- Experience interacting with the public, such as event support or community outreach
- Knowledge of Oxford United Football Club
- Knowledge of football stadiums and experience of working with football supporters

How To Apply:

Please read the job description and ensure that you meet the requirements of the role.

Please send a Covering Letter via email to [SLO@oufc.co.uk](mailto:SLO@oufc.co.uk) setting out your experience and why you would like to be a Matchday Supporter Liaison Officer, and a CV highlighting any relevant qualifications.

References will be required prior to commencing the role. Shortlisted candidates will be contacted for interview.

Incomplete applications and those which do not meet the essential requirements of the role will not be considered.

Code of Conduct

Oxford United Football Club expects the highest standards of integrity and conduct in all matters concerning the Club and its employees. The Code of Conduct makes clear the standards of conduct expected from its employees and explains the responsibilities of the Club, as the employer. All employees are expected to always act wholeheartedly in the interests of the Club. Any conduct detrimental to its interests or its relations with its customers, suppliers, the public or damaging to its public image shall be a breach of Club rules and policies. Discriminatory, offensive, and violent behaviour are unacceptable, and any complaints or concerns will be dealt with and acted upon.

Equality, Diversity & Inclusion

Oxford United Football Club are committed to ensuring that equality, inclusion, and diversity of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the Club that no person, whether player, job applicant, employee, volunteer, or customer, shall be discriminated against. The Club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.

The Club is fully committed to the EFL Equality, Diversity & Inclusion Standards and as we are underrepresented in these areas; we particularly welcome 'entry level' applications from women, individuals from Black and Minority Ethnicities, the LGBT community and anyone with a disability.

Safeguarding and Safer Recruitment

Oxford United Football Club are committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the Club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in Club activities is of the utmost importance. The Club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters – including Safer Recruitment – carried out in a spirit of partnership and openness with the child or vulnerable adult, families, and the relevant local authority.