**JOB DESCRIPTION**

**JOB TITLE:** Access Advisor

**DEPARTMENT:** Supporter Services

**REPORTS TO:** Access Manager

**LOCATION:** Etihad Stadium – City@Home

**DATE:** February 2018

**Job purpose**

To pro-actively support the Access Manager in delivering the day to day sales & supporter service operation (matchday and non-matchdays) across all available sales channels within all stadia for all teams for the Club’s disabled supporters

To pro-actively support the Access Manager in implementing a world leading supporter/customer service strategy across the business.

**Key responsibilities**

* Awareness of existing legislation including the Equality Act 2010, accessible stadia guidance (e.g. CAFE and UEFA Access for All and the UK Accessible Stadia) and new legislation and good practice guidance
* Support the Access Manager with the regards to development to ensure the Club is ‘best in class’ in terms of accessibility
* To sell all Match/Event tickets, Seasoncards, Premium Seats and Memberships through all available channels
* To deliver a telephone service to resolve queries and manage issues for all enquiries associated with the Club’s disabled supporters
* To ensure the Web based Customer Service portal (FAQ) is kept up to date
* To administer complaints in line with the customer complaint process, reducing number of complaints in line with targets
* To develop and maintain all aspects of the Clubs relationship with the Disabled Supporters Association (DSA) for matchday service & ticketing matters.
* To follow clear policies and procedures to ensure the smooth and efficient operation of the matchday
* To deliver an optimal and consistent level of service to all supporters.
* To meet and exceed weekly, monthly and seasonal KPI targets.
* To develop a comprehensive knowledge of all Sales & Service products and services.
* To strictly adhere to the ticket quality control and validity check procedure.
* Ensure on-going access improvements each season to the Clubs matchday facilities and services
* Support the Access Manager to ensure access information for disabled supporters and visitors is available via the Club media portals (such as the Club website and publications) and available in accessible formats
* Liaise with other Club Access Manager and encourage the sharing of good practice solutions to enhance the matchday experience for disabled supporters both at the Etihad Stadium, Academy Stadium and opposing club’s stadia.
* Provide a comprehensive guide detailing accessibility at opposing Clubs.
* Manage post-match reports and actions
* Manage the end to end supporter experience in relation to providing the matchday commentary
* Responsible for all pre-match checks in preparation for matchday
* Ensure adequate provision and responsible allocation of disabled parking areas on both non-matchdays and matchdays (if available) and including provision of accessible drop-off points
* Provide guidance on the equal management of disabled supporters tickets including the provision of a personal assistant ticket if required
* To support the Access Manager with the liaison between the Club and its disabled supporters and their associations or groups.
* Keep up to date with training and provide training to new staff in relation to the matchday operation for the Club’s disabled supporters and ticketing systems
* Work all matchdays and non-matchdays at all stadia and an agreed number of First Team away fixtures per season.
* To manage other service related projects as defined by the Access Manager and/or Head of Supporter Services

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**Key relationships**

**Internal**

* Access Manager
* Head of Supporter Services
* Supporter Services Manager
* Service Manager
* Stadium Managers (Etihad and Academy)
* Safety & Security Team

**External**

* All supporters, hospitality members and customers
* Supporter organisations and leaders of independent social media networks
* The Premier League, Football Association and UEFA
* Level Playing Field
* Matchday operations partners including the audio commentary team

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**Organisation chart**

**Person Specification**

**Job Title:** Access Advisor **Department/Location:** Supporter Services (City@Home)

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| 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 |
| Essential   * Awareness of disability legislation and providing an accessible stadium and Club premises (i.e. accessible facilities and services for disabled spectators, visitors, staff and players) on both match and non-match days * Knowledge and understanding of customer sales & service processes and procedures * Knowledge and use of CRM systems. * Knowledge of KPIs   Desirable   * 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 |
| Essential   * 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 based computer applications |
| General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc |
| Essential   * 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. * Highly self-motivated with the ability to motivate others * Enthusiasm and willingness to be flexible in approach to achieve desired outcomes * Pro-active and engaging style * Strong 'can do' approach * Remain calm under pressure * Rigorous attention to detail * High work commitment * Willing to self-evaluate and work towards continuous improvement * 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. |
| Essential   * Experience in a relevant customer sales & service role * Experience of working with disabled supporters/supporters and meeting accessible requirements and needs |
| Qualifications: the level of educational, professional and/or occupational training required |
| Desirable   * Undergraduate degree in Business, or related field or equivalent experience/training |