

Fan Engagement & Enquiry Officer

Salary £22,500 to £25,000.00

Remote working

Full-time/Flexitime/Job Share

Level Playing Field is the leading advocacy charity for disabled fans in England and Wales, providing advice and support to individual disabled sports fans, Disabled Supporters' Associations (DSA) and key stakeholders across all sports. We share best practices, raise awareness and improve access and inclusion at sports stadia.

As part of our continuing growth, we want to appoint a new Fan Engagement & Enquiry Officer. The successful candidate will work alongside the Fans Liaison Officer & Development Officer to deliver key areas of our fan engagement activities.

Principal responsibilities will include supporting and facilitating proactive engagement with disabled supporters and Disabled Supporters' Associations (DSAs), as well as being a point of contact for disabled fans and other stakeholders.

Candidates must have the ability to engage with a wide range of stakeholders and be passionate about making live sport more inclusive and accessible for disabled sports fans to attend.

Specific duties include: logging and processing enquiries, liaising with fans and clubs to suitably resolve key issues and complaints, playing an active role in reviewing and updating fan and club information pages on the Level Playing Field website, and ensuring fans have access to up-to-date information.

Candidates must be computer literate, able to manage multiple projects simultaneously, and be able to communicate clearly and sensitively.

This position is a hybrid role, with the option of working from home or at a local office space, the cost of which would be covered by Level Playing Field. The charity will, of course, provide any equipment required for the Fan Engagement & Enquiry Officer to successfully deliver their role. The role requires some travel across England and Wales, including regular in-person regional team meetings.

Level Playing Field is an equal opportunities employer and proactively seeks applications from disabled people.

To apply for this role, please send:

- **A copy of your CV**
- **A supporting statement/cover letter, outlining the skills and experience that make you suitable for the role.**
- **A completed Equality and monitoring form.**

All applications should be emailed to Owain Davies - owain@levelplayingfield.org.uk Using the reference: 'LPF – Fan Engagement & Enquiry Officer 2023' in the subject title.

Closing Date for application: 23/10/2023 – 5pm

Successful candidates will be invited to attend initial virtual interviews via Teams or Zoom.

For more information about the role or if you would like to discuss any access requirements or reasonable adjustments, please call 01923 545370 or email owain@levelplayingfield.org.uk