

Fan Engagement & Enquiry Officer

Level Playing Field is the leading disability fan advocacy charity in England and Wales, providing advice and support to disabled sports fans, Disabled Supporters' Associations (DSA) and key stakeholders across all sports. Working with these groups and individuals, we share best practices, raise awareness, and improve access and inclusion at sports stadia. We are seeking to appoint a Fan Engagement and Enquiry Officer to join us in this meaningful work.

Overall Objectives

1. To listen to, respond to, and represent disabled sports fans experiences by processing fan enquiries received at Level Playing Field.
2. To act as a point of contact on behalf of Level Playing Field for disabled sports fans.
3. To support the proactive fan engagement activities of the charity and ensure disabled fans voices are heard.

Specific Responsibilities

1. Be a point of contact for disabled sports fans.
2. Manage and process disabled fan enquiries.
3. Liaise with fans and clubs to suitably resolve key issues, complaints and feedback.
4. Support the Level Playing Field team with delivering and promoting relevant forums.
5. Support the Fan Liaison Officer with proactive disabled supporters' association engagement.
6. Provide monthly reports on disabled fan experiences – gathering information from fan enquiries, forums and other data sources.
7. Play an active role in reviewing and updating fan and club information pages on the Level Playing Field website, ensuring fans have access to up-to-date information.
8. Carry out additional administrative duties as required.

Person Specification

	Essential	Desirable
Skills and Knowledge	<ul style="list-style-type: none"> - Ability to engage with a wide range of stakeholders, including disabled fans and clubs. - Computer literate (all Microsoft functions). - Excellent verbal and written communication. - Strong analytical skills, able to pull together reports and recommendations from different data sources. - Disability Awareness. - Good understanding of the sports landscape. 	<ul style="list-style-type: none"> - Experience of working with Disabled Supporters Associations. - Experience of using CRM. - Experience of either setting up, supporting or managing supporter networks. - Previous experience of working in the equality or sporting sector. - Understanding of the social model of disability.
Personal Qualities	<ul style="list-style-type: none"> - Ability to work independently with self-motivation. - Integrity and strength of character. - Effective time management. - Discretion. - Team player. - Passionate about inclusion and advocating for underrepresented groups. - Empathetic and understanding of the barriers that disabled people experience in the community. 	<ul style="list-style-type: none"> - Patience and diplomacy. - Personal interest in the sports sector. - Displaying strong initiative.