



# RANGERS FOOTBALL CLUB

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### Fan Liaison

JOB TITLE:	Fan Liaison
REPORTING LINE:	Supporters Liaison Officer
DEPARTMENT:	Fan Engagement
LOCATIONS:	Ibrox Stadium
CONTRACT:	Zero Hour

#### THE ROLE

A unique and exciting opportunity has arisen to join the Fan Engagement department at Rangers Football Club as a Fan Liaison.

At the club we are developing new and exciting methods of fan engagement to ensure supporters are at the heart of everything we do. We are seeking individuals who strive for excellence, that can excel in a dynamic and fast-paced environment.

As a Fan Liaison you will be responsible for engaging with Rangers Supporters on matchdays and assisting with supporter focused activities. You will work closely with the Supporters Liaison Officer (SLO) to develop and maintain the excellent relationship Rangers Football Club shares with its supporters.

#### KEY RESPONSIBILITIES

- Work closely with the SLO to engage with supporters on a matchday.
- Welcome supporters to Ibrox Stadium, provide directions, answer any queries and enhance the supporter experience wherever possible.
- Assist in gathering supporter feedback, identifying any key issues and provide feedback to the SLO as required.
- Develop and maintain a good understanding of the club's culture and values, and act in the best interest of the club at all times.
- Assist the SLO with supporter engagement activities as required.



## THE CANDIDATE

- Excellent communication and conflict resolution skills
- Adept at using Microsoft office, Microsoft Teams and Zoom.
- Possess a comprehensive understanding of Rangers Football Club and the supporters.
- Ability to work well as part of a team and as an individual.
- Ability to work in a fast paced and everchanging environment.
- Adopt a flexible, driven and determined approach.
- Fluency in spoken and written English (additional languages are an asset).
- Eligibility to work in the UK.

## EQUALITY & INCLUSION:

Rangers Football Club is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

Rangers Football club also welcomes applications from suitably qualified members of the armed forces family.

## GENERAL INFORMATION:

The candidate must keep up to date with new methods and undertake any necessary internal or external training sessions in accordance with Company Policies and Procedures.

If you can add value to our team, please email your CV and cover letter to [recruitment@rangers.co.uk](mailto:recruitment@rangers.co.uk)

THE CLOSING DATE FOR APPLICATIONS IS **12<sup>th</sup> August 2022.**