

Fan Advisory Board Role Description

Duties and Responsibilities

As a Fan Advisory Board (FAB) member, members should:

1. Ensure all actions taken by the FAB are in accordance with the law;
2. Ensure FAB business is conducted within the Terms of Reference;
3. Ensure the confidentiality of specific items discussed is upheld at all times; and
4. Treat others, both in and outside the FAB, fairly and with respect

Duty of Care

All FAB members have a duty of care, which includes:

- Giving an appropriate level of commitment to the FAB's affairs;
- Attending meetings properly prepared, including reading relevant items shared before meetings take place;
- Ensuring meetings take place in appropriate settings, where confidential items can be discussed freely;
- Taking advice from independent advisors when needed and in the best interests of the FAB and Chelsea FC;
- Recognising the needs of all Chelsea FC fans, rather than a specific supporter population
- Accepting majority decisions from the FAB and the club, even if an individual member disagrees with the outcome; and
- Not acting in a way that is contrary to the spirit of the Terms of Reference

FAB members will be expected to observe the following general standards:

- Act at all times in the best interests of the club and its fanbase
- Treat people politely, fairly and with respect in all forms of verbal and written communication (including social media) in their dealings with each other, the fanbase and club employees;
- Refrain from using discriminatory behaviour and language, always including upholding the protected characteristics of others as set out in current Equalities legislation and;
- At FAB meetings:
 - o Accept the authority of the chair/vice-chair at any meeting;
 - o Listen to the views of colleagues and others with an open mind (including contributions that may not align with their own opinions). This includes seeking advice or clarification where needed, expressing views openly and honestly, and coming to decision on individual matters in good faith in what is believed to be in the best interests of the club and fanbase and;
 - o Keep to the agenda, raise other issues under 'any other business' according to agreed procedures

Confidentiality

Members will observe the confidentiality agreement issued in the Letter of Appointment. This includes:

- Members will not disclose information outside of the FAB, unless already in the public domain or they are specifically authorised to do so;
- Members will not use any information for personal advantage;
- Unless authorised, members will not pass information to any representative of the press or media, and if contacted by a representative from the press or media, will immediately refer any press or media to the appropriate contact at Chelsea FC; and
- Members will take proper care of any documents they receive as FAB members, storing these safely and securely

Key Attributes

- An interest and passion for representing the wider supporter base and not specific to one segment
- An understanding of the Premier League Fan Engagement Standard and its requirements
- Professional experience of stakeholder management both internally and externally
- Experience of attending Chelsea matches across men's, women's, home and away would be advantageous
- Knowledge of the varying needs and issues of Chelsea supporters across a wide demographic

Gifts

FAB members should not solicit or accept goods, services, gifts or any other benefit that may compromise either their position, the FAB or may lead others to perceive the integrity of the FAB member has been compromised.