



GILLINGHAM FOOTBALL CLUB LTD

Job Description for Disabled Liaison Officer

- Have a clear and precise understanding 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
- Stay up to date with 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
- Report directly to the club director responsible for disability matters
- Be the main point of contact between the football club, its disabled customers, staff and players and ensure that their access requirements are met
- Promote the needs of disabled people to the club and “champion” disability issues and the business benefits of creating an accessible stadium
- Ensure that the club and/or stadium undertakes a professional access audit and develops a mission statement and access plan to ensure that the club meets its legal duties and to ensure continued access improvements to all facilities and services at the club, including all stadium areas, such as reception areas, ticket office, shops, amenities, stadium seating, hospitality and VIP areas, parking, etc. (in accordance with existing legislation and guidance)
- Ensure on-going access improvements each season to the club’s facilities and services
- Ensure all club staff are disability awareness trained and understand the requirements of a disabled person on match and non-match days
- Ensure all personnel at the club and/or stadium are aware of their responsibilities to disabled people and feel able to communicate and interact with a wide range of disabled people with different access requirements
- Work with other departments at the club and external agencies 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 DLO’s and external organisations (such as Level Playing Field and other disability organisations) and encourage the sharing of good practice solutions
- 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 to the ticket office on the equal management of disabled person's tickets including the provision of a personal assistant ticket if required
- Act as a liaison between the club and its disabled customers and disabled supporters and their associations or groups. Support the establishment of user-led consultation and on-going dialogue between disabled people and the club. Where a Disabled Supporter Association or group does not exist, work towards and assist in setting one up

Abilities/Skills/Knowledge:

- Can do attitude and the desire to go the 'Extra mile' and make a real difference
- Must be able to demonstrate good listening skills with patience and have the ability to resolve issues where necessary
- Actively cooperate through good communication with others, fostering a culture of teamwork and collaboration
- Seek out and act upon opportunities to improve the disabled fan and customer experience
- Delivery of excellent customer service in all areas
- Be well organised, a good team-player with a confident, professional manner
- Enthusiastic, proactive, resourceful, self-motivated, capable of working alone and unsupervised
- Support Club decisions and follows through on commitments made
- Be able to build and maintain positive working relationships both internally and externally
- Be able to think and react quickly to ever changing situations whilst offering the highest level of assistance.
- Able to adapt to changes in a fast-moving environment
- Adaptable/Flexible/Willing to make change
- Ability to multi task, meet deadlines and maintain schedules
- Able to work calmly under pressure and sometimes without specific instruction
- Approachable

- Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.
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