



Supporter Liaison Officer Project Coordinator

WE CARE ABOUT FOOTBALL

Job information

Division / Unit: European Affairs & Governance / Division Management

Contract type: Permanent

Start date: 08.01.2024 or as soon as possible

Location: Nyon

Main goal

The Supporter Liaison Officer (SLO) project coordinator designs, implements and assesses projects to develop the SLO role in close cooperation with other UEFA divisions, in particular football, operations and national associations. The incumbent leads UEFA's work to integrate the SLO role at club level as set out in the UEFA Club Licensing and Financial Sustainability Regulations and to develop mechanisms to ensure excellent communication between UEFA, club SLOs and supporters in preparation for UEFA club finals.

Key responsibilities

- Coordinating and managing supporter liaison officer projects, ensuring that they are executed efficiently and effectively;
- Working with other divisions within UEFA, in particular football operations and safety and security to ensure the SLO role is integrated effectively into match preparation and operations;
- Helping the Fan Relations Specialist to ensure fans are included in the preparation of UEFA club competition and Nations League finals;
- Acting as the SLO point of contact at the finals, setting up communication with FSE, finalist club supporter liaison officers and UEFA to ensure thorough sharing of information with supporters;
- Developing and maintaining relationships with SLOs and stakeholders to enhance the overall fan experience and safety at UEFA matches;
- Assisting with the development and delivery of training programmes for SLOs to enhance their knowledge and skills;
- Helping to develop mechanisms to ensure fans' voices are heard within UEFA;
- Keeping abreast of collaborative projects run by other UEFA divisions and units that involve fan groups and other stakeholders;
- Researching and drafting documents and presentations to explain complex topics to a variety of audiences;

Profile

Experience required:

- Significant experience working with fans at club, league or national levels

Education:

- Higher education or substantial experience in football administration

Languages:

- English / Proficient

Additional requirements:

- MS Office / Advanced
- Project Management / Advanced
- Significant project design experience
- Excellent knowledge and understanding of the European football environment
- Excellent knowledge and understanding of the SLO role and responsibilities
- Excellent interpersonal skills, including proven experience of influencing individuals and decisions
- Proven ability to generate ideas and solve problems, taking into account organisational limitations
- Proven ability to create, manage and maintain relationships with key internal and external stakeholders
- Proactive approach to day-to-day issues
- Excellent analytical skills, attention to detail and an ability to multitask
- Strong written and oral communication skills
- Strong presentation skills
- Flexible approach to work; prepared to travel
- Previous experience as an SLO would be an asset

