



NEWCASTLE UNITED

JOB DESCRIPTION

Job Title	Supporter Services Executive
Department	Supporter Services
Responsible to	Supporter Services Manager
Responsible for	No direct reports

Job Summary
As part of the Supporter Services team, you help grow the relationship between the Club and individual supporters by providing advice to fans, promoting excellent supporter relations, dealing with fan behaviour issues, collaborating with internal staff, and supporting other key projects and events. You will build, develop, and maintain excellent supporter care through various tasks and activities face to face or online, including calls, managing, and responding to email communications, data management, reporting and analysis and dealing with feedback and complaints received from supporters.

Role Responsibilities	• Communication with an extensive range of supporters, across a variety of communication platforms to ensure Newcastle United always provides a high level of customer service. • Be willing to investigate customer complaints/enquiries, taking ownership of the instance and be a point of contact from start to finish. • Support the Supporter Services Manager to implement and update centralised customer case management system. • Monitoring and responding to enquiries, feedback, or complaints from supporters to the Club, ensuring these are dealt with personally or passed on to the relevant teams including Retail, Membership, Ticketing, Hospitality and Tours, complaints, and general queries. • Ensure supporters receive timely and effective responses to their enquiries, feedback, and complaints through varied communication channels including email and phone. • Work with the Box Office to ensure that all Supporter Service and general enquiries are dealt with in a prompt, efficient and customer focused manner. • Proactively seek ways to improve the supporter experience, deepening the engagement of our existing supporters, improving supporter retention, and helping to deliver fan engagement targets. • Act as first point of escalation for the Supporter Services team. • Maintain contact and share best practice with Supporter Services teams in other clubs.
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	• Deliver administration or supporter related activities as and when needed. • Assist fans face to face at St James' Park. on matchdays, events and non-matchdays as needed. • Ensure supporter systems and databases are fully utilised to provide management information, delivering training where required and ensure compliance with GDPR. • Any other reasonable duties.
Role Requirements	• Perform duties with due regard to club policies and procedures and legislative requirements at all times; • Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all; • Ensure working practices are compliant with relevant legislation and data protection legislation and/or general data protection regulations (GDPR) requirements; • Undertake continuous professional development (CPD) training and/or additional training as identified or as required.

Qualifications & Training	
Essential	• Educated to GCSE standard or above, preferably in related subjects.
Desirable	• Formal Customer Service qualification or equivalent experience. • Excel qualification.

Knowledge, Skills & Experience	
Essential	• Experience within a similar position. • Values and respects others, collaborates. • Experience handling difficult customers with sensitivity and professionalism. • Clear, engaging, and responsive communication skills. • Ability to build rapport with supporters/customer and internal/external stakeholders at all levels. • Curious, have great attention to detail and loves to improve things. • Driven and thrives working under own initiative. • Microsoft Office, Systems and digitally literate. • Gets things done, delivers to highest of standards, takes responsibility.
Desirable	• Experience of complaints resolution.



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- Knowledge of Zendesk or similar customer service software.

Criminal Record Check Requirement

This role requires a criminal records check (CRC) deemed suitable by the Club at the following level; enhanced with BLC. The requirement of a CRC for this role is due to responsibilities relating to children under the age of 18 years and/or adults at risk of harm. Where a role requires a CRC this must be obtained by the Club.

Club Statements

General Statement

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

Safeguarding & Welfare Statement

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

Equality, Diversity & Inclusion Statement

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at www.nufc.co.uk/UnitedAsOne.

Health & Safety Statement

The Club is committed to effective management of the Health and Safety risks to all employees, visitors, supporters, and any others associated with the Club. As part of this commitment all staff are expected to conduct your business in a proactive way that prevents injury and ill health to those who may be affected by your activities.

All staff are expected to undertake regular Health & Safety related training and to ensure the environments in which they work remain safe at all times, with the mindset that Health & Safety is everybody's responsibility.