



Job Title	Fan Engagement and Events Coordinator
Department	Supporter Services
Responsible to	Fan Engagement Manager
Responsible for	N/A

Role Purpose	To support the Fan Engagement Manager in delivering Newcastle United's fan engagement strategy by coordinating supporter consultations, workshops, events and engagement activity. The role will help ensure the Club meets Premier League and Independent Football Regulator requirements, acts on supporter feedback and delivers an excellent experience across every supporter touchpoint.
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Your Impact	• Help strengthen trusted, two-way relationships between Newcastle United and its supporters. • Create accessible and meaningful opportunities for supporters in the UK and overseas to engage with the Club. • Turn supporter insight into clear actions that improve the fan experience. • Support the growth, engagement and retention of the Club's Official Supporters' Club network. • Provide accurate data and insight that demonstrates impact, supports decision-making and evidences fan consultation regulatory compliance.
What You'll Deliver	• Support delivery of the Club's Fan Engagement Plan and associated activities to improve the experience of Newcastle United supporters. • Coordinate an annual programme of supporter consultations, workshops and events, including planning, logistics, managing costs, supporter recruitment, attendance, feedback collection and follow-up actions. • Manage day-to-day relationships with Official Supporters' Clubs, ensuring member benefits are delivered effectively and information is accurate across Club systems and the website. • Deliver meaningful in-person and digital engagement opportunities for supporters in the United Kingdom and across the global fanbase. • Maintain accurate supporter, engagement and event data. • Evaluate engagement initiatives and events, identify learning and make practical recommendations for improvement.

	• Support the Fan Engagement Manager to build positive relationships with supporters, fan groups and representative bodies. • Coordinate other Supporter Services projects and activities when required. • Maintain supporter databases and records in line with data protection requirements. • Identify and manage risks associated with engagement activity and events in line with Club policies and procedures. • Keep up to date with supporter engagement good practice, industry developments and regulatory requirements. • Represent Newcastle United's values, brand and ethos in a professional, positive and inclusive way.
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Key Relationships	Fan Engagement Manager and colleagues across Supporter Services. Marketing, Communications, Retail, Ticketing, Hospitality, Safeguarding, Equality, EDI, and other Club teams supporting the fan experience. Official Supporters' Clubs, supporter groups and individual supporters. External venues, suppliers and partners supporting events and engagement activity.
How You'll Work	ONE CLUB • Work collaboratively across the Club and keep the Fan Engagement Manager informed of progress and priorities. EXCELLENCE • Deliver high-quality supporter experiences and maintain accurate, confidential records. • Commit to continuous learning and development. RELENTLESS • Manage competing priorities effectively and adapt to changing demands. • Work flexibly, including matchdays, evenings, weekends and overseas activity when required. ACCOUNTABLE • Take ownership of actions, decisions and outcomes. • Comply with Club policies, procedures and legal requirements. INTEGRITY • Act with professionalism, honesty and respect. • Follow health and safety, safeguarding, welfare, equality and data protection requirements at all times.

What You'll Bring	• We are looking for an organised, proactive and supporter-focused individual who can build positive relationships, coordinate events and consultations, and deliver excellent experiences for supporters. • The successful candidate will have strong communication and organisational skills, attention to detail, and the ability to manage multiple priorities in a fast-paced environment. Experience of customer service, stakeholder engagement, events or supporter-facing activities would be beneficial, although transferable skills and a willingness to learn are equally valued. • The role requires someone who embodies the Newcastle United Code by working collaboratively, striving for excellence, taking ownership and acting with integrity.
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Qualifications & Development	The postholder will complete relevant Club training and continued professional development identified through the role.
Pre-Employment Checks	This role requires a criminal records check deemed suitable by the Club. The appropriate level of check will be confirmed through the Club's recruitment and safeguarding process.
Our Commitments	All employees must carry out their responsibilities in line with Club policies and procedures, including health and safety, confidentiality and data protection. Safeguarding is everyone's responsibility. Staff must complete required training, follow good practice and report concerns promptly. The Club is committed to equality, diversity and inclusion through United As One and does not tolerate discrimination, victimisation or harassment. The Club is committed to managing health and safety risks for employees, visitors, supporters and others affected by its activities. Staff must work proactively to prevent injury and ill health. The postholder must maintain professional standards and undertake any other reasonable duties required by the Fan Engagement Manager.

Qualifications & Training	
Essential	Essential • English and mathematics at grade C or above, or equivalent qualifications
Desirable	• A recognised qualification in event management or equivalent. • A qualification in business administration, management or project management. • A degree or higher qualification in a related discipline.

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| | <ul style="list-style-type: none">• Evidence of continued professional development in relevant subject areas. |
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Knowledge, Skills & Experience**Essential**

- Experience coordinating and delivering events, consultations or engagement activities.
- Strong organisation, planning and prioritisation skills.
- Excellent communication and relationship-building skills, with the ability to engage a wide range of people.
- Experience delivering high-quality customer service and handling sensitive situations professionally.
- Ability to work independently, manage competing priorities and deliver results in a fast-paced environment.
- Strong attention to detail and experience maintaining accurate records, data, dashboards and reports.
- Understanding of event planning, risk management, health and safety, and safeguarding.
- A collaborative and proactive approach, with a commitment to excellent supporter experience.
- • Excellent information technology skills, including Microsoft Word, Excel, PowerPoint and databases.

Desirable

- Experience in a professional sports club, membership organisation or supporter-focused environment.
- Experience engaging supporters, customers or members.
- Experience working towards engagement, membership or commercial targets.
- Experience in a target-driven sales, marketing or fundraising environment.

Criminal Record Check Requirement

This role requires a criminal records check (CRC) deemed suitable by the Club.

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.