

Job profile

Job title	Supporter liaison officer
Name of job holder	TBA
Organisational integration	
Employment status	Full-time position
Line managed by	Managing board
Line manager to	Supporter liaison workers
Stand-ins/deputies	TBA
Objectives	
Objectives of the role	<ul style="list-style-type: none"> ➤ Competent link between the interests of the club on the one side and the fans on the other (interface role) ➤ Initiation of preventive measures designed to reduce threatening behaviour by groups of supporters in and around the stadium ➤ Reduction of existing "enemy stereotypes" and prejudices ➤ Development of reliable communications structures between the police, security bodies, club representatives and fans
Principal duties and time allotment	<ul style="list-style-type: none"> ➤ Matchday supporter liaison
Tasks	
General tasks	<ul style="list-style-type: none"> ➤ Attendance, availability and point of contact at home and away matches ➤ Presence among fans at home and away matches ➤ Use of appropriate de-escalation techniques in potential risk situations ➤ Constructive cooperation with security officers/supporter liaison officers of other clubs and the football league/association ➤ Mandatory participation in club security meetings and the regular training events organised by the football league/association ➤ Organisation of meetings with supporters and dissemination of relevant information ➤ Organisation of supporter events attended by club officials and players ➤ Promotion of self-organisation among supporters ➤ Administration, coordination and support of fan club structures
Special powers	

Training and experience	
Experience	<ul style="list-style-type: none"> ➤ Club affiliation (ordinary fan or club member) ➤ Well known and accepted by fans ➤ Many years of experience and contacts in key networks in the fan base ➤ Very good knowledge of the fan base ➤ Affinity for football ➤ Experience in positive people management
Personal requirements	<ul style="list-style-type: none"> ➤ Good communication, conflict resolution, teamwork and cooperation skills ➤ Calming, de-escalating, objective and professional conduct in stress and conflict situations ➤ Rhetorical assurance ➤ Ability to keep one's word ➤ Professional demeanour appropriate to the situation ➤ Time flexibility and reliability
Training/knowledge	<ul style="list-style-type: none"> ➤ Vocational qualification (if necessary, academic degree) ➤ Basic practical skills in the disciplines of pedagogy, psychology and sociology, especially with regard to group dynamics, developed from dealing with people ➤ Sound knowledge of new media (Microsoft Office, Internet etc.) ➤ Ability to resolve conflicts