



## **City Matters - Manchester City Football Club Fan Representatives Committee**

### **Recruitment Pack for Fan Representatives (voluntary role)**

Manchester City Football Club (“**MCFC**”) values the views and opinions of its fans, and is dedicated to ensuring that their needs are best met to ensure their experience as a MCFC fan, in and outside the stadium, is always rewarding.

The Manchester City Football Club City Matters is a Fan Representatives Committee (the “**Committee**”) consisting of supporters working alongside MCFC officials. The Committee meets on a bi-monthly basis and has been created as part of MCFC’s “Club Matters” initiative through which fans can voice their feedback, opinions and suggestions for improvements on a host of issues and topics which are of importance to the wider supporter fan base. The 2020/21 Committee will consist of 10 voluntary members, each of whom will be MCFC supporters and will represent a cross-section of MCFC’s diverse fan base as a “**Fan Representative**”. Each elected Fan Representative will represent one of the following key demographic groups:

- Families representative
- Under 25s representative
- Over 65s representative
- LGBTQ+ fans representative
- Seasoncard holders representative
- Women’s representative
- Disabled supporters representative
- Official Supporters Club representative
- Black, Asian or of Mixed-Heritage representative
- Seasonal hospitality representative

### **Current Vacancies**

MCFC is currently recruiting a Fan Representative for each of the following fan groups;

- Families representative
- Under 25s representative
- Women’s representative
- Black, Asian or of Mixed-Heritage representative

## **How to Apply and Application Process**

We invite applications from MCFC supporters who feel that they are well placed to represent a relevant fan group and who are able to devote the necessary time and resources to being a Committee member. To apply to become a Fan Representative, please submit a completed online application form by no later than 11:59pm on, Sunday 29<sup>th</sup> November 2020.

Following the closing date for applications, an internal MCFC panel will review the applications against a set of criteria before preparing a shortlist of applicants. Please note that MCFC reserve the right to give priority to local candidates in the Greater Manchester area due to some meetings being arranged on short notice (subject to the candidates meeting the required criteria). Profiles of those shortlisted will then be posted on to the MCFC website ([www.mancity.com](http://www.mancity.com)) and fans (i.e. anyone who has a MCFC supporter number) will be invited, over the course of two weeks, to vote for their preferred candidate. The candidate from each group category with the most votes will join the Committee and represent their group.

**If you require assistance to register your vote or require information in an alternative format please contact Supporter Services on +44(0)161 444 1894 (option 1) (phone lines open Monday-Friday 9-5, Thursday 10-5).**

Successful applicants will join as volunteers from January 2021 and we ask that they serve until the end of the 2020/21 season (or longer). Each year, prior to the start of the new football season, two Committee members will retire and applications will be invited for new Fan Representatives to replace them\*. MCFC is wholly responsible for the recruitment and appointment of new Committee members whenever a vacancy arises.\*It is anticipated that reps recruited for the 2020/21 season, would remain in-situ for the 2021/22 season however the decision lies with the respective representative and/or wider committee.

## **What do we look for in New Applicants**

We are looking for dedicated MCFC supporters who are representative of the Club's wider fanbase and the different key groups identified above.

Fan Representatives will need to be able and willing to give significant time commitments to their role and ensure that they are able to comply with the job description below.

## **Aims of the Fan Representative Committee**

- To set up a constructive communication channel between MCFC and its fans
- To help MCFC better understand the issues that are most important to its fans
- To give MCFC the opportunity to discuss new ideas with fans and seek their feedback on new initiatives
- To give fans the opportunity to present new ideas and suggestions directly to MCFC
- To facilitate a closer relationship between MCFC and its fans

## Volunteer Role Description

**JOB TITLE:** City Matters - Fan Representative

**REPORTS TO:** Lisa Eaton, Head of Supporter Services

**DATE:** 2020/21 Season

### Job Purpose and Key Responsibilities

- Represent a key UK fan segment (“**Fan Group**”) to ensure that the interests of your Fan Group are best represented to MCFC;
- Act as a representative and as the main point of contact for your Fan Group to raise concerns or issues with and communicate directly with MCFC, in a structured manner with regards to any issues, concerns or initiatives;
- Assist MCFC to greater understand the needs of its fans and ensure that fans are updated in relation to MCFC’s views;
- Provide feedback to your represented Fan Group following MCFC meetings;
- Promote equality and diversity, and ensure that all fans/clients views and opinions are considered and have access to all information;
- Attend all MCFC meetings, subject to exceptional circumstances and in such absence, ensure the Chairperson represents your Fan Group;
- Positively promote the Fan Group to fellow supporters to encourage effective and structured dialogue with MCFC; and
- Provide written updates and reports in relation to your Fan Group, and that of the fan network as a whole;

All of the above must be carried out in line with any direction given by the Club and is subject to prior approval from the Club (if requested).

The Club reserves the right to use any feedback or suggestions from Fan Representatives for its own business purposes.

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### Key Relationships

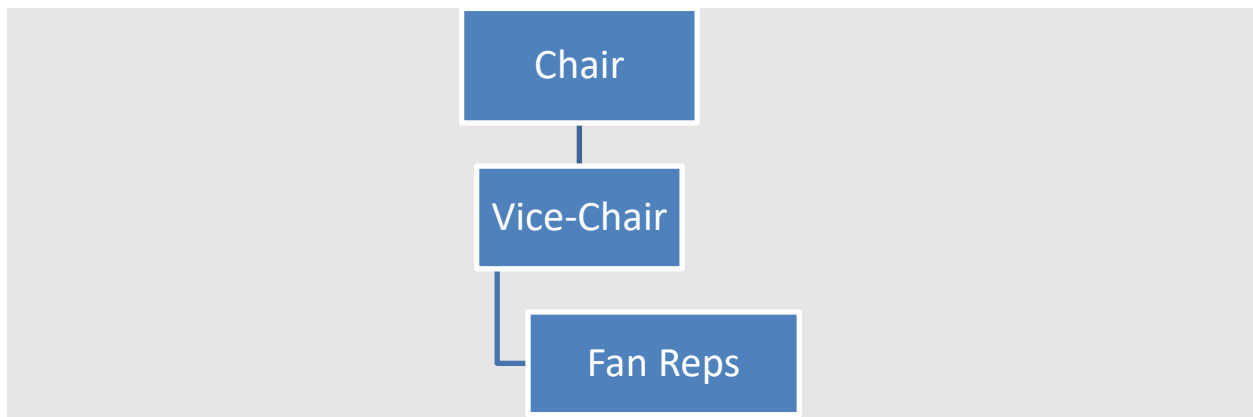
#### Internal at MCFC

- Managing Director, MCFC Operations
- Head of Supporter Services
- Head of Marketing
- PR Manager

#### External

- City Matters Fan Representatives
  - Seasoncard Holders, Cityzens Members and Hospitality Seasonal Members
  - Official Supporters Clubs
  - Disabled Supporters Association
  - Local communities, community centres, youth groups and schools
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## Organisation Chart



## PERSON SPECIFICATION

Knowledge: the level and breadth of knowledge to do the job
<u>Essential</u> <ul style="list-style-type: none"><li>▪ Knowledge and understanding of the chosen supporter group</li><li>▪ Knowledge and understanding of Manchester City Football Club</li></ul>
General skills and attributes
<u>Essential</u> <ul style="list-style-type: none"><li>▪ Excellent communication (written and oral) and interpersonal skills – the ability to communicate effectively with people at all levels</li><li>▪ Flexible and adaptable</li><li>▪ Conflict management/resolution</li><li>▪ Highly self-motivated with the ability to motivate others</li><li>▪ Enthusiasm and willingness to be flexible in approach to achieve desired outcomes</li><li>▪ Pro-active and engaging style</li><li>▪ Strong 'can do' approach</li><li>▪ Rigorous attention to detail</li><li>▪ High work commitment</li><li>▪ Willing to self-evaluate and work towards continuous improvement</li><li>▪ Commitment to equal opportunities</li><li>▪ Extremely well organized with the ability to perform under tight deadlines</li></ul>