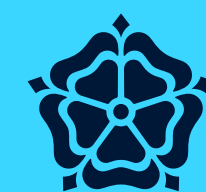




**CITY
MATTERS**

FAN REPRESENTATIVE RECRUITMENT PACK

Seasonal Hospitality Fan Representative
(Voluntary Role)



Volunteer Role

Start Date: Summer 2026

Term: Up to four seasons (two terms)

Representatives may choose to step down after two seasons if they wish (one term).

About City Matters

Manchester City Football Club values the views and opinions of its fans, and is committed to ensuring that they have a fantastic experience on matchdays, and in every other aspect of their engagement with the Club.

City Matters is a key part of this. It is our official fan representation group, which brings supporters and Club leaders together to discuss topics which are important to the Club and the fans.

City Matters is now recruiting for a Seasonal Hospitality fan representative to join the group and help strengthen the connection between fans and the Club. Please visit City Matters Fan Network for more information about City Matters.

If you're passionate about representing your community as a Seasonal Hospitality Fan Representative please find out about the role, its requirements and how to apply below.



Role Purpose

& Key Responsibilities:

As the Seasonal Hospitality Representative, you'll be the voice of your fellow Seasonal Hospitality Members; gathering feedback, sharing insights, and ensuring their perspectives are fed back to the Club.

You will:

- ❖ Represent and be the main point of contact for Seasonal Hospitality Members.
- ❖ Gather views and feedback on both matchday and non-matchday topics to share with the Club.
- ❖ Ensure the views of your fan group are presented clearly in meetings with Club representatives.
- ❖ Participate actively in full-group and sub-group meetings, sharing seasonal hospitality members' ideas and contributing to Club initiatives.
- ❖ Collaborate with fellow representatives to support campaigns, initiatives, and City Matters communications.
- ❖ Manage an email address (issued by the Club) for fans to contact you directly.
- ❖ Help raise awareness of City Matters through matchday engagement and online interaction.

Meetings & Commitment:

- ❖ **Full Group Meetings:** Attend six full group meetings per season, held at the Etihad Campus during weekday evenings (lasting approx. 2.5 hours).
- ❖ **Sub-group Meetings:** Engage in the matchday experience and ticketing & membership subgroups. There will be three meetings per subgroup per season, held online via Microsoft Teams during weekday evenings (lasting approx. 2 hours). You will also have the opportunity to observe all other subgroups.
- ❖ **Matchday Engagement:** Attend a pre-match City Matters representative 'meet and greet' with fans at designated home fixtures, on a rota basis.
- ❖ **Onboarding Programme:** Taking place Summer/Autumn 2026, which includes a stadium tour, introductions to key Club departments and an overview of the current season's main topics.
- ❖ **Monthly representative only meetings:** To work collaboratively with fellow representatives.

Role Requirements

To be eligible for this role, you must:

- ✦ Have a Hospitality Season Ticket for the 2026/27 Season in any of our bars, suites or boxes.
- ✦ Regularly attend matches at the Etihad Stadium.
- ✦ Be engaged in the matchday experience for Hospitality customers.

Person Specification

We're looking for a collaborative, passionate supporter who can confidently represent the views of others while working positively with the Club.

Essential Knowledge and Experience:

- ✦ Knowledge and understanding of Manchester City Football Club.
- ✦ Knowledge and understanding of the Seasonal Hospitality Members fan group.

You are also expected to have:

- ✦ Previous experience in community engagement, fan groups, committees, or similar environments.
- ✦ Examples of constructive collaboration and achieving positive outcomes.
- ✦ Experience working with people or in customer-facing roles is beneficial, including any voluntary experience.



Essential Skills

& Attributes:

- ✦ Excellent communication (written, oral and interpersonal) skills.
- ✦ Ability to gather fan feedback and clearly present ideas.
- ✦ Ability to facilitate constructive conversations and resolving differing views.
- ✦ Self-motivated and able to inspire others.
- ✦ Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.
- ✦ Pro-active and engaging, with a positive attitude towards solutions.
- ✦ Highly organised with strong attention to detail.
- ✦ Passionate about Manchester City Football Club and fan experience.
- ✦ Comfortable interpreting data and insights shared in meetings.



How to Apply

& Application Process:

We invite applications from Manchester City fans who meet the requirements and can devote the necessary time and resources to engage with Seasonal Hospitality Members and the Club throughout their term.

To apply, please submit a completed online application form no later than 23:59pm on Sunday 16 August. You can find the application form here: [**Application Form**](#)

Application Process:

The full process for joining City Matters is outlined below. Each stage is designed to ensure a fair and transparent selection, providing every candidate with the opportunity to demonstrate their suitability before fans cast their votes for their preferred representative. Manchester City Football Club is committed to fostering an inclusive environment. We welcome applications from candidates of all backgrounds, experiences, and identities. For support with your application or to request reasonable adjustments, please contact the Access Team on 0161 444 1894.

- 1. Application & review:**
Following the application closing date, an internal panel, including the City Matters chair, will assess all submissions.
- 2. Online interviews:**
Shortlisted candidates, who meet the role criteria, will be invited to participate in an online interview with the panel.
- 3. Final shortlist & profile publication:**
After the interviews, a final shortlist will be confirmed. These candidates will create a profile to be published on the Club's website (mancity.com).
- 4. Fan voting:**
Fans (anyone with a Manchester City supporter number) will be invited to vote for their preferred candidate.
- 5. Selection outcome:**
The candidate receiving the highest number of votes will join City Matters as the representative for their supporter group.

Apply Now



CITY MATTERS

Inclusive Opportunities

City Football Group is committed to creating an inclusive environment and we welcome applications from candidates of all backgrounds. If you require any disability-related adjustments during the recruitment process, please let us know in your application or email

access@mancity.com