



# Role Profile Disability Access Officer

## Role Reports To: Head of Ticketing Operations

**Role Purpose:** To take a leading role for accessibility across the Club for disabled supporters, customers, employees, volunteers and guests.

## Main Responsibilities & Accountabilities

- Have a clear and precise understanding of disability legislation and the Club's duty in providing an accessible stadium and Club premises (i.e. accessible facilities and services for disabled supporters, visitors, staff and players) on both match and nonmatch days.
- Stay up to date with existing legislation including Equality Act 2010, accessible stadia guidance (e.g. CAFÉ and UEFA Access for All and the UK Accessible Stadia), new legislation and best practice guidance.
- Support the wider team to resolve queries and manage issues/escalations and complaints for all enquiries associated with the Club's disabled supporters
- Provide guidance on the equal management of disabled supporter tickets including the provision of personal assistant tickets
- Manage the allocation of disabled parking areas on match days
- To ensure the Club website/App is kept up to date
- Act as a liaison between Aston Villa's Disabled Supporters Association, the Club and its disabled supporters. Support the establishment of user-led consultation and on-going dialogue between disabled supporters and the Club.
- Liaise with other Club DLO's and external organisations (such as Level Playing Field, and other disability organisations) and encourage sharing of good practice
- Play a lead role in Visit Football and the Premier League Supporter Survey to improve the matchday experience
- Provide reports to the Head of Ticketing operations including the production of documents detailing challenges, advances and solutions concerning access to services.
- To support with disability awareness staff training as requested

## Matchday Responsibilities

- Work all matchdays and non-matchdays at all stadia, including away matches when required.
- To liaise with other DLO's and Clubs regarding matchdays arrangements for disabled supporters
- Responsible for all pre-match checks in preparation for matchday
- Ensure that audio equipment and facilities are ready and available each match day.
- To take overall responsibility for meeting and greeting our Disabled Supporters on matchdays
- Report on your matchday observations providing key insight and suggestions into how we can continually look to improve the matchday experience for our disabled supporters.
- Manage post-match reports, feedback and actions

## Key Skills & Experience

- Proven experience working within a similar role
- Working knowledge of relevant legislation and criteria (e.g. Equality Act 2010 and Accessible Stadia Guide.)
- Experience handling difficult or sensitive customer-facing situations in a professional manner.
- Knowledge of the Aston Villa fan base and the general operation of a football club is desirable
- Ability to work under pressure and achieve set targets.
- Strong problem-solving skills.
- IT literate with working knowledge of Microsoft Office. Experience of ticketing sales systems desirable.
- Work flexible hours as the Club requires, this will include matchday working evenings and weekends

*Aston Villa Football Club is an inclusive institution that provides a welcoming environment to supporters, the local community, customers, employees, contacts and competitors. We want to ensure that the Club and all its subsidiaries are free from discrimination of any kind, embracing all regardless of age, race, disability, gender reassignment, pregnancy and maternity, sexual orientation, marriage and civil partnership, sex (gender), religion or belief.*