

WUFC Fan Representative Group

Recruitment Pack for Fan/Member Representatives (voluntary role)

Western United FC values the views and opinions of its Members and fans and is dedicated to ensuring that they have a fantastic experience, both on matchday and in every other aspect of their engagement with the Club.

Made up of ten (10) voluntary members, WUFC Fan Representative Group meets with the Club including our CEO and other senior Club staff members a minimum of twice per year to share ideas and discuss a range of topics and issues.

The minutes from these meetings will be shared with all A-League Clubs and the League. Clubs will also table the output and feedback from these meetings with their Club owners.

This means the Club regularly hears from, and is influenced by, the people who matter most – its loyal Members and fans.

Each elected Fan Representative will represent different key demographic groups including but not limited to:

- Under 25s representative
- Over 65s representative
- LGBTQ+ fans representative
- Families representative
- Full Season Membership representative
- Flexi Season Membership representative
- Out of Area Membership representative (e.g. do not reside within the state the Club is situated)
- Official A-League Men's Supporters
- Official A-League Women's Supporters
- Women's representative
- Disabled supporters representative
- Official Supporters Club representative
- Culturally And Linguistically Diverse (CALD) representative
- Active Support representative
- Seasonal Hospitality representative
- Local grassroots affiliated to Club representative.

As this is a newly formed group with no existing members or representatives, the Club welcomes applications for all groups aforementioned.

What do we look for in representatives?

We are looking for dedicated people who are comfortable engaging with the Club's wider fanbase to gather views and feedback in order to represent their respective fan group in meetings with the Club.

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

Aims of the WUFC Fan Representative Group

- To set up a constructive communication channel between the Club and its fans
- To help the Club understand the issues that are most important to its fans

- To provide the Club with a platform 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 the Club
- To create a formal avenue for these ideas, issues, feedback and suggestions to be tabled with the A-Leagues.

How to Apply and Application Process

We invite applications from people who feel they are well placed to represent a relevant fan group and who can devote the necessary time and resources to engage with the Club throughout the A-League Men's and Women's season. To apply to become a representative, please submit a completed online application form no later than 5pm Friday 30 June, 2023.

You can find the application form [here](#).

Following the closing date, an internal panel will review the applications before preparing a shortlist. Once the shortlist is finalised, the representatives will be selected via an interview panel of Club representatives.

Club Panel

Profiles of those shortlisted will then be invited to interview (in person or online) with a panel of three (3) Club representatives. The Club representatives will include the Club CEO or alternate Executive team member and two other Club representatives at the discretion of the Club:

- Head of Membership & Ticketing or equivalent
- Fan Engagement Coordinator
- Matchday Manager

Successful applicants will join as volunteers from August 2023 and will be appointed for two seasons - 2023/24 and 2024/25.

Volunteer Role Description

JOB TITLE: WUFC Fan Representative

DATE: 2023/24 Season & 2024/25 Season

Role Purpose and Key Responsibilities

- Act as a representative and as the main point of contact for your fan group.
- Gather views and feedback regarding a range of matters connected to matchday and non-matchday.
- Ensure that the views of your fan group are presented to Club representatives in Main Group meetings.
- Actively participate in Main Group meetings, putting forward your thoughts and ideas on various initiatives that the Club present.
- Attend all Main Group meetings and engage in Sub-Groups (as appropriate).

Key Relationships

Internal at WUFC

- Managing Director/CEO
- Media & Marketing
- Membership & Ticketing
- Fan Engagement
- Events & Community

PERSON SPECIFICATION

Knowledge: the level and breadth of knowledge to do the job
<ul style="list-style-type: none">● Knowledge and understanding of the chosen fan group● Knowledge and understanding of WUFC
General skills and attributes
<ul style="list-style-type: none">● Club Fan or Member and evidence of genuine engagement with the club● Role or career experience related to customer experience / working with people● Experience of participation in committees or public engagement● Examples of working collaboratively and constructively to deliver an outcome● Shortlisted applications include those with a combination of career skills and examples of activities that would benefit our fan base