



## JOB DESCRIPTION

JOB INFORMATION	
Job Title:	Disability Access Officer (DAO)
Department:	Club
Contract type	Permanent
Working Hours:	15 hours per week (including all home match days)
POSITION IN THE ORGANISATION	
Reports to:	Ticket Office Manager
OVERALL, PURPOSE OF JOB	
<p>The DAO will advise and drive the organisation on access and inclusion matters, and act as a dedicated point of contact for disabled spectator's enquiries. As Club lead for disability, you will help to identify opportunities across the organisation to further enhance greater access and inclusion by developing a strategy to ensure access is considered and delivered at every level at the Club. Enhancing communication between disabled spectators around access and inclusion and ticketing, whilst also focusing on the ongoing relationship management.</p>	
GENERAL DESCRIPTION – TASK RELATED	
<ul style="list-style-type: none"><li>• Proactive development: By implementing new practices and facilities whilst reviewing impacts of existing services and updating where needed.</li><li>• Problem solving: Having time to solve issues and queries relating to ticketing and other key areas for disabled spectators.</li><li>• Engaging with Disabled Supporters' Associations (DSA) and Disabled Fans on a regular basis, using the DSA and disabled fans to provide feedback and to be a critical friend with regards to certain policies and experiences ahead of any major problems and complaints arising.</li><li>• More visual presence: A club representative present on event days to engage with disabled spectators and discuss any key points and further develop relationships. Have a clear and precise understanding of disability legislation in providing an accessible stadium and venue (accessible facilities and services for disabled spectators, visitors, staff, and players) on both event and non-events days.</li><li>• Stay up to date with existing legislation including the Equality Act 2010, Accessible Stadia Guide and new legislation and good practice guidance.</li><li>• Be the main point of contact between the organisation, its disabled customers, staff, and players and ensure that their access requirements are met.</li><li>• Have a good understanding of the accessible facilities and services available within the venue and identify and seek to resolve any areas that may be challenging for some disabled people.</li><li>• Inspire and motivate colleagues. Promote the requirements of disabled people to the organisation and 'champion' disability issues and the business benefits of creating an accessible venue and employing disabled people.</li></ul>	

### Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: [www.swfc.co.uk](http://www.swfc.co.uk)

Registered in England No. 02509978



- Ensure that the organisation undertakes a professional access audit and develops a mission statement and access plan to help meet its legal duties and continues to make improvements to all facilities and services.
- Ensure ongoing access improvements each year.
- Ensure all staff receive regular pan-disability awareness training and have a good understanding of the requirements of disabled people visiting the venue.
- Ensure all personnel at the organisation are aware of their responsibilities to disabled people and feel able to communicate and interact with a wide range of disabled people with different access requirements.
- Work with other departments at the organisation and external agencies to ensure access information for disabled spectators and visitors is available via the media portals (such as the website and publications) and available in accessible formats, including for blind and partially sighted spectators, people with learning disabilities and people with neurodiverse conditions.
- Liaise and network with DAOs at other venues, disability, and external organisations and to encourage sharing of good practice.
- Ensure adequate provision and responsible allocation of accessible parking areas on both non-event and events days, including the provision of accessible drop-off points.
- Ensure that accessible features of match/event and non-match/event days are functional and well maintained. Examples could include ensuring the Audio Descriptive Commentary (ADC) headsets are working ahead of the event, hearing loops and emergency assistance alarms are regularly checked and tested, and that maintenance and housekeeping regularly service accessible toilets, adjust door closers, replenish contrasting painted step edges etc.
- Provide guidance to the ticket office on the equal management of disabled persons tickets including the provision of a personal assistant/companion ticket if required. (The DAO should not allocate or sell the disabled supporter tickets, nor should any supporter group)
- To support the Ticketing Assistants around ticket eligibility and documents to be checked and recorded on the SeatGeek system.
- To understand and be able to navigate the SeatGeek system.
- Act as a liaison between the organisation and its disabled customers/disabled spectators and its associations or groups. Support the establishment of user-led consultation and ongoing dialogue between disabled people and the organisation.
- To be part of the Equality Code of Practice working group in supporting the EDI strategy.
- To adhere to SWFC policies and procedures including the reporting of safeguarding concerns.
- To represent the Club professionally and with integrity.
- Undertake Continuous Personal Development (CPD) required within the role.

#### QUALIFICATIONS:

##### Desirable

- Customer Service Qualification (Desirable)

##### Essential

- FA Safeguarding Training (Can do once appointed)
- Enhanced DBS Check

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#### SKILLS & EXPERIENCE:

- Knowledge of accessibility issues and guidance for service providers, such as Knowledge of Green Guide and/or Accessible stadia Regulations.
- Experience in a customer service role, including in person, email and over the phone.
- Equality and Compassion
- Lateral thinking
- Good communication skills

Sheffield Wednesday Football Club (SWFC) is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. This post may be subject to a criminal record check or an enhanced DBS check.

SWFC is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sectors of the community.

[A shortlist of suitable applicants will be completed shortly after the closing date and successful candidates will be contacted about the interview process.](#)

If you feel you have all the qualities and experience, please complete the application form and send your CV to [vacancies@swfc.co.uk](mailto:vacancies@swfc.co.uk)

**Closing Date: 2<sup>nd</sup> October 2023**

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