

City Matters:

Manchester City's Fan Representation Network



Recruitment Pack for Fan Representatives (Voluntary Role)

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

Made up of voluntary members, City Matters meets with the Club regularly to share ideas and discuss a range of topics and issues.

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

Representatives can also raise issues that impact supporters, and propose new ideas.

Each elected member of City Matters represents a key demographic group:

- Families' representative
- Under 25s representative
- Over 65s representative
- LGBTQ+ fans' representative
- Season Ticket Members' representative
- Women's representative
- Disabled supporters representative
- Official Supporters Club representative
- Black, Asian or of Mixed-Heritage representative
- Seasonal Hospitality representative
- Cityzens Matchday Member representative



Aims of City Matters:

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

Current vacancies:

Manchester City is currently recruiting Fan Representatives to serve for a minimum of two full seasons (2024-25 and 2025-26). We are seeking representatives for the following fan groups:

- Disabled Fans
- Seasonal Hospitality
- Cityzens Matchday Members

How to apply:

We invite applications from Manchester City fans who feel that 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 season. To apply to become a Fan Representative, please apply online before 11:59pm on Sunday 4th August. You can find the application form <https://www.mancity.com/club/city-matters/2024-city-matters-representative-application-form>

Following the closing date, a panel will review the applications before preparing a shortlist. Profiles of those shortlisted will then be published on the Club's website ([mancity.com](https://www.mancity.com)) and relevant fans (i.e. anyone who has a Manchester City supporter number, and sits within the fan group being

represented by the candidate) will be invited to vote for their preferred candidate.

The candidate from each group category with the most votes will join City Matters and represent their group. Successful applicants will join as volunteers from September 2024 and will be appointed for two seasons.

What do we look for in representatives?

We are looking for dedicated fans who are comfortable engaging with the Club's wider fan base to gather views and feedback so that they can represent their respective fan group in meetings with the Club.

Fan Representatives need to be willing and able to give significant time to their role and ensure that they meet the role description on the following page.



Volunteer Role Description:

Role Title: City Matters - Fan Representative

Date: 2024/25 Season & 2025/26 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 Manchester City

- Managing Director, MCFC Manchester City Operations
- Managing Director, Manchester City Operations
- Director of Commercial and Fan Support
- Director of Product
- Director of Integrated Fan Experience and Retail & Licensing
- Head of Fan Support
- Head of Corporate Communications
- Equality and Inclusion Lead

- Fan Operations and Success Manager
- Manchester City's designated Sub-Group leads

Person Specification:

Knowledge:

- Knowledge and understanding of Manchester City Football Club
- Knowledge and understanding of the chosen fan group

General skills and

attributes:

- Excellent communication and interpersonal skills – the ability to communicate effectively with people at all levels
- Flexible and adaptable
- Conflict management/resolution
- Highly self-motivated with the ability to motivate others
- Enthusiasm and willingness to be flexible in approach to achieve desired outcomes
- Pro-active and engaging style
- Strong 'can do' approach
- Rigorous attention to detail
- High work commitment
- Willing to self-evaluate and work towards continuous improvement
- Extremely well organised with the ability to perform under tight deadlines