Leyton Orient Football Club

Job Title	Supporter Engagement Executive	Reports to	Project Director
Duration	8 Month initial contract with potential for full-time pending success. Typical hours: Monday to Friday 9:00-5:00 (inc. 1 hour lunch). Part-Time Hours also available (15 hours per week min.)		
Location	BetWright Stadium (Brisbane Road)		
Department	Supporter Engagement Team (SET)		
Deadline	5pm on Friday, 31st October, 2025		
Apply on	SET - Leyton Orient Football Club		

ABOUT US

Leyton Orient Football Club is a professional football club founded in 1881 in East London, making us one of the oldest football clubs in the UK and known affectionately to our supporters as "**the O's**".

We are proud to be a fan, family and community-focused club that advocates equality and inclusion. We will always endeavour to engage honestly and transparently with supporters.

Management, players, and staff are encouraged to strive for excellence on and off the pitch to establish Leyton Orient as a winning club of which everyone can be proud.

JOB PURPOSE

The **Supporter Engagement Team** (SET) will play a central role in increasing engagement between Supporters and the Club. The post holder will primarily be responsible for generating revenue by selling various Club products across the season, handling inbound enquiries, outbound calling, and delivering special projects within the Club. We are looking for someone who is energetic, enthusiastic, and supporter-focused.

KEY RESPONSIBILITIES & DUTIES

- Drive Sales: Promote and sell club products and initiatives, focusing on membership sales.
- Generate New Business: Implement outbound sales strategies using best practices, including prospecting, networking, lead generation, and referral gathering.
- Meet Sales Targets: Maintain a daily average of at least 50 outbound contacts and provide weekly and monthly reports detailing performance against agreed sales targets.
- Manage Fan Data: Build and maintain an accurate database of fans, ensuring all fan data is correctly recorded.
- Develop New Ideas: Actively contribute to the innovation of new products and sales strategies.

- Retain Fans: Identify the reasons for lapsed sales and take proactive steps to reconnect with fans to drive new and repeat business.
- Coordinate with Teams: Collaborate with internal teams to gain a comprehensive understanding of their products and services to maximise membership sales.
- Support Fan Engagement: Assist in delivering fan activations, events, and associated benefits.
- Ensure Accuracy: Ensure all offers and initiatives are communicated through the correct channels and that all information is accurate at the point of deal confirmation.
- Uphold Professionalism: Contribute to a supporter-centric culture by providing the highest standards of service at all times.
- Safeguard Club Assets: Protect all club assets and funds.

- Applicants must be eligible to live and work in the UK;
- Leyton Orient Football Club is committed to following relevant health & safety regulations and all members of staff are expected to be fully aware and adhere to, at all times, the Club's H&S and fire safety procedures;
- Leyton Orient Football Club is fully committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff to share this commitment;
- The club is committed to the principle of equal opportunity and its policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

CANDIDATE SPECIFICATIONS

Specifics	Essential Requirements
Minimum Qualifications	GCSE's or equivalent in English and Maths
Experience	• Excellent communication skills. • An entrepreneurial, proactive and tenacious approach to selling in a high paced sales environment. • Strong work ethic, team-oriented attitude, and enthusiasm about contributing to the success of the department and Club. • Positive team player who is naturally persuasive. • Experience of winning the confidence and trust of supporters with ease. • Track record delivering a quality service to supporters and continuously seeking to improve upon this to win new business and retain fans.
Knowledge, Skills & Qualities	• Excellent written and verbal presentation. • Good IT skills, particularly with MS Office. • Ability to think creatively and generate new ideas in order to grow business and enhance revenue and profitability for the stadium. • Meticulous at checking details. • Ability to work under pressure and to deadlines.

	• Ability to organise own and others' workloads and to prioritise effectively. • Demonstrate creativity, determination, tenacity and persuasiveness. • Self-motivated with the ability to work both alone and as a team member. • Willingness to learn and continuously develop. • Ability to use own initiative and work proactively, to spot and develop arising opportunities and to utilise these accordingly. • Assertive, calm, with the ability to work well under pressure. • Flexible to meet the requirements of the role and business – must be able to work evenings, weekends, bank holidays for match days if required.