

Supporter Liaison Officer (Volunteer Role)

Club: The Dumbarton Football Club (1872) Limited

Location: Dumbarton Stadium + local events (some remote work possible)

Time Commitment: Flexible, matchdays and events primarily

Type: Volunteer Position

Start Date: As soon as possible

About Us

Dumbarton Football Club holds a special place in Scottish football history. Our legacy is steeped in tradition, but our ambitions look forward — climbing the leagues, modernising our operations, and deepening our roots in the local community.

Key to this journey is ensuring our supporters are not only heard, but genuinely valued as an integral part of the club. With that in mind, we're looking to appoint a Supporter Liaison Officer (SLO) who will help build even stronger connections between the club and the fans who stand behind us every week.

The Role

The Supporter Liaison Officer is a bridge — between club and crowd, boardroom and stands. As SLO, you'll be a champion for fan engagement, supporter welfare, and positive dialogue. You'll ensure fans feel included, respected, and part of the club's decision-making culture, while also helping the club better understand and serve its fanbase.

Key Responsibilities

- Fan Communication: Act as the main point of contact between supporters and the club, helping to address queries, feedback, and suggestions.
- Matchday Presence: Be a visible and friendly face at home (and occasionally away) games — supporting fan needs and resolving issues.
- Supporter Consultation: Coordinate meetings or surveys with fans and supporters' groups, ensuring their views are heard.
- Inclusive Engagement: Work to ensure all supporters feel welcome and included in the club community.
- Policy Support: Provide input on fan-facing policies like ticketing and facilities.
- Liaison with Governing Bodies: Communicate with the SFA, SPFL, and other clubs around supporter issues.

Ideal Candidate

- A passionate Dumbarton FC supporter or someone with deep respect for football culture.
- Strong interpersonal and communication skills.

- Friendly, empathetic, and calm under pressure.
- Ideally experienced in volunteer coordination, community work, or public-facing roles.
- Comfortable working with people of all backgrounds and ages.
- Available on matchdays and for occasional weekday calls or meetings.

What You'll Gain

- A respected and meaningful role at the heart of Dumbarton FC's future.
- Influence over the club's supporter strategy and matchday experience.
- First-hand insight into club operations and supporter relations.
- The chance to help create an inclusive and fan-first culture.
- A rewarding role that gives back to the club and community.

Requirement.

Due to the nature of this role, the successful person will need to have a valid PVG Disclosure. This will be arranged by the club.

How to Apply

If you're passionate about football, community, and connection, and believe you can be a voice for the supporters of Dumbarton FC, we'd love to hear from you. Please send a short introduction, any relevant experience, and why you'd like to take on this important role to volunteers@dumbartonfc.co.uk