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Wigan
Council

Your job

Job Title: Accessibility & Accreditation Coordinator

Service: Leigh Sports Village

Grade: 5

Reporting to: Ticket Office and Customer Relations Manager

Job Description

As Accessibility & Accreditation Coordinator at Leigh Sports Village (LSV), you will deliver a welcoming, professional and inclusive front-line service for matchdays and events. You will support accreditation processes for staff, media, contractors and authorised personnel, provide accurate information to visitors, and help ensure every guest receives outstanding customer care.

You will act as a visible ambassador for LSV, working closely with the Ticket Office, Safety, Security, Stewarding, Operations, Marketing and club teams to resolve issues quickly and maintain high standards. Through the Six Ways of Working, you will champion accessibility best practice, handle information responsibly in line with GDPR, and contribute to continuous improvement in supporter experience.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Deliver a consistent, welcoming accreditation and customer service function for all matchdays and events, acting as a friendly first point of contact for visitors requiring accreditation.
- Implement robust documentation checks, accreditation validation and record-keeping processes to support secure entry arrangements and accurate reporting.
- Embed clear accessibility support arrangements for supporters and guests, including escalation routes with stewards, the control room and the Safety Officer.
- Review and improve pre-match/event information and in-venue signage (including accessible formats) in line with LSV brand guidelines, match requirements and the marketing schedule.
- Support the rollout and continuous improvement of accessibility services (e.g., sensory/SEND provision and audio description) based on feedback from supporters and stakeholders.
- Build effective working relationships with clubs, disabled supporters' groups and partner organisations to improve services and grow engagement and attendance.

On an ongoing basis, you will:

- Issue accreditation to staff, media, contractors, broadcast teams and other authorised personnel, providing a friendly and efficient service at all times.
- Check documentation, ensure accreditation validity and maintain accurate accreditation records in line with agreed processes and data protection requirements.
- Liaise with security teams to support smooth entry processes and resolve or escalate any access issues promptly.
- Check that directional, customer service signage and marketing materials are in situ pre-event, aligned to LSV brand guidelines and individual match requirements.
- Create operational and customer service signage as required using Canva, ensuring information is clear, accurate and accessible.
- Act as the primary contact for accessibility-related concerns from supporters, families, carers and disabled spectators, providing calm and helpful support during high-pressure periods (e.g., busy ingress/egress).

- Meet and greet stakeholders and group booking contacts as required, acting as an ambassador for LSV and ensuring they have an outstanding experience.
- Monitor accessibility provisions across the stadium (e.g., wheelchair bays, lifts, accessible toilets, sensory spaces and SEND provision) and report defects or service gaps for action.
- Observe stewarding operations and report concerns about crowd management, safety incidents or poor service to the Safety Officer promptly.
- Support real-time problem-solving by relaying information to the control room, stewards and management to enable timely resolutions.
- Lead on accessibility policy development and continuous improvement, keeping ahead of industry best practice and supporting compliance with legislation and relevant football governing-body standards.
- Review and update LSV's and the clubs' accessibility plans, including facilities, communication methods and supporter experience.
- Conduct audits of stadium accessibility (physical, operational and technological) and produce reports and recommendations for senior management.
- Engage with disabled supporters' groups, external stakeholders and the LSV marketing team to gather feedback, improve services, identify 'good news' stories and grow audiences.
- Research and build relationships with organisations/individuals to advise on LSV access provisions and support growth in matchday attendance.
- Assist with training programmes for stewards and staff on disability awareness and inclusive service.
- Support administrative tasks linked to accreditation systems, databases and matchday planning.
- Maintain all site access equipment in good condition and available to use at all times.
- Reply to customer enquiries and complaints via email and social media direct message, ensuring professional and timely responses.
- Develop and maintain the Audio Description service, working with marketing and club contacts to ensure pre-match/event information is accurate, timely and available in appropriate accessible formats.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Demonstrable experience delivering high-quality customer service in a busy, public-facing environment.
- Excellent verbal and written communication skills, with the ability to provide clear information to a wide range of customers and stakeholders.
- Empathy, patience, flexibility and professionalism, particularly when supporting vulnerable guests and disabled spectators.
- Ability to remain calm and effective under pressure, including during busy ingress/egress and when managing complaints or emerging issues.
- Strong attention to detail and the ability to check documentation accurately and maintain reliable records.
- Awareness of statutory accessibility requirements and best practice in inclusive service (or a willingness to undertake role-specific training).
- Ability to build and maintain positive long-term relationships with customers, clubs, supporters' groups and external stakeholders.
- Ability to work collaboratively with safety, security, stewarding, ticketing, operations, marketing and club departments.
- Confidence using IT systems for email and record keeping (e.g., Microsoft Outlook/Word) and customer contact channels (email/social media).
- Ability to create clear operational signage and information; experience using Canva (or similar) is desirable.
- Commitment to confidentiality, integrity and GDPR-compliant handling of personal information.
- Flexible working approach with availability on evenings, weekends, matchdays and events.

This role is subject to a DBS check.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive

“ Take pride in all that you do and support and develop yourself and others. ”

Be Accountable

“ Be responsible for making things better, enabling change and supporting improvement. ”

Be Courageous

“ Be open to doing things differently and working collaboratively with others. ”

Be Kind

“ Be helpful, generous and thoughtful towards yourself and others. ”