

Job Description:

Club Relations Specialist

100%

CLUB RELATIONS SPECIALIST

Reporting to: Club Relations Team Lead

ABOUT ECA

The European Club Association (ECA) is the sole independent body directly representing football clubs at the European level. With a current membership base of more than 700 professional football clubs from across the continent, ECA is the representative voice of European club football on the international football landscape.

Working closely with football's governing bodies, competition organisers and other professional stakeholders, ECA's core purpose is to place clubs at the 'Heart of Football'.

ECA is continually strengthening its administration to ensure it enhances the value of its activities and services for member clubs. A rapidly growing administration team of over 45 people works closely with its Members, Executive Board, Working Groups, Panels, Task Forces, Committees, and other bodies. ECA is on a mission of organisational development, targeting a performance-driven culture and delivering high-impact outcomes for our colleagues and our members.

Equity, diversity, and inclusion are core values at ECA, and we are committed to building and sustaining an inclusive and equitable working and learning environment for all staff and members.

POSITION MISSION AND PROFILE

The Club Relations Specialist will play a crucial role within the ECA - Club Relations Unit by managing and strengthening relationships with member clubs. The primary responsibility of the candidate is to serve as the main point of contact for member clubs, understanding their current challenges, projects, and needs, and providing them with relevant support and guidance. They will actively engage with clubs, promote knowledge sharing, and facilitate the delivery of essential information and services. This role requires a proactive and customer-oriented approach to ensure the success and satisfaction of member clubs.

The role can be based at ECA's offices in Nyon, Switzerland, with travel across Europe to attend ECA events and visit Member clubs. Alternatively, it can be performed remotely, with occasional travel to ECA's offices as needed.

CORE RESPONSIBILITIES

Reporting to one of the Club Relations Team Leads (depending on the region), your main accountabilities will be the following:

- Develop and maintain strong relationships with member clubs, acting as a trusted advisor and advocate for their needs within the ECA.
- Regularly engage with member clubs to understand their challenges, projects, and requirements, and provide appropriate support and solutions.
- Collaborate with internal teams to push existing and new services that align with member clubs' needs and objectives.
- Help define and update ECA club services based on feedback and insights gathered from member clubs.
- Act as a primary point of contact for member clubs, addressing inquiries, resolving issues, and providing timely and accurate information.

- Serve as a liaison between member clubs and relevant ECA teams, external partners, or other clubs with shared experiences, facilitating knowledge exchange and collaboration.
- Proactively identify opportunities for clubs with similar initiatives or challenges to connect and establish knowledge exchange platforms.
- Maintain and enhance the Member Relationship Management (MRM) system, ensuring it aligns with the evolving needs and requirements of the account management function.
- Collaborate with the Club Relations team to develop strategies and initiatives to strengthen member engagement and satisfaction.
- Stay updated on industry trends, best practices, and emerging technologies relevant to the account management function.

EXPERIENCE

- 5+ years of experience in account management within an international environment.
- Proven experience in account management, relationship management, or customer success roles, preferably within a sport, membership-based, or similar organisation.
- Strong understanding of the European football landscape and familiarity with football club operations.

EDUCATION

- Bachelor's or master's degree in business administration or sport management.
- Language skills: Fluent in English. Any additional European language would be highly advantageous.

SKILLS

- Excellent interpersonal and communication skills, with the ability to effectively engage and influence stakeholders at all levels.
- Demonstrated ability to build and maintain relationships, while also being results-driven and goal-oriented.
- Customer-centric mindset with a passion for delivering exceptional service and support to member clubs.
- Strong organisational and project management skills, with the ability to handle multiple priorities and meet deadlines.
- Low ego and diplomatic, with the ability to build working relationships with ECA Member Clubs from all layers in the membership panel
- Highly structured in thinking and a great communicator verbally and in writing.
- Advanced computer software skills, including Excel and database management, as well as presentation with PowerPoint.

- Proficient in using CRM or membership management software, MS Dynamics is a plus.
- Proven ability to work independently and with a project-based approach but with strict adherence and compliance to internal guidelines.
- Collaborative team player with a proactive and problem-solving approach.
- Comfortable with frequent travelling.

You are invited to send your CV and cover letter to Raoul Tondini, Head of People & Culture, at jobs@ecaeurope.com

Only candidates fulfilling the required skills and experience will be contacted