

## Role of Supporter Director on the Club Board

### Introduction

Bees United have defined the role of Supporter Director (Appendix I). In summary they require that the successful candidate represent the Trust's policies and direction on the Brentford Football Club board and reports back to the Trust board. The role also requires acting as a channel of communication between Bees United members / supporters and both boards.

There was no definition of the role from the Football Club's perspective.

### Purpose

The purpose of this document is to state the scope, responsibilities and requirements of the role from both Bees United's and the Club perspective, which has now been signed off by both the boards on 16 (Club) and 26 (Bees United) October 2006.

### Summary of the Role

To meet the full statutory obligations required of a director in a limited liability company and the requirements of the role laid down by Bees United. Primarily being a strong voice for the supporters to the Board and the strong voice of the Board to our supporters.

### Responsibilities

- The following requirements must be considered in conjunction with the requirement to meet the full statutory obligations required of a director in a limited liability company. This statutory requirement will take precedence on all occasions.
- As an elected representative of Bees United on the Club board the role must meet the requirements laid down by Bees United (Appendix I).
- Represent the supporters' view to the board concerning different aspects of the running of the Club, challenging the board where necessary. The role should also represent the board's view to the supporters. In addition it can be used by the Club Board to act as a "sounding board" with supporters for ideas and initiatives emanating from the Club.
- Ensure that the Club's operating methods are meeting supporters' needs. Where escalation processes are invoked that these issues are resolved satisfactorily and, if necessary, acting as final arbitrator in disputes between supporters and the Club.
- Monitoring the formal commitments the Club has with its supporters (eg the Customer Charter).
- Encourage the Club to be transparent with supporters.

### Responsibilities (cont'd)

- Support the recognition of volunteers who undertake work for either the Club or Supporters' Trust by, for example, facilitating access to the boardroom on match-days (home and away).
- Champion the broader community aims of both the Club and Supporters' Trust. Community aims include supporting areas such as; access for disabled supporters, environment, equal opportunities, anti-racism and the work of the Brentford Football Club Community Sports Trust.
- Working with peers at other Clubs and Trusts to identify best practice and share knowledge between appropriate bodies.
- Agree before the start of every season, with both the Trust and Club boards, objectives for the role.
- Provide a performance report at the end of the season on achievement against objectives.

### Requirements

- Balance time spent with the board and supporters.
- Be available and accessible for supporters.
- Communicate through various media with supporters.
- Devote sufficient time and attention to fulfil the duties as a director.
- Represent the Club in manner consistent with a director of a limited liability company and consistent with the ethics of the Club brand.
- Respect confidentiality.

Bees United Supporter Director Job Requirements

<b>BEES UNITED SUPPORTER ELECTED DIRECTOR</b>
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**Function:**

- Represents the BU Board's current policies and positions on all matters relating to Brentford Football Club as an observer/participant at BFC Board meetings
- Reports back fully to the BU Board on the business of BFC Board meetings and, in particular, ensures that the BU Board are made aware of any critical changes to strategy, policies, procedures or agreements by the BFC Board
- Ensures that BU members views are represented at BU Board meetings and that BU Board members give full weight to those views
- Acts as one of the communication channels between BU members, the BU Board and the BFC Board
- Ensures that supporters' views are considered by the BFC Board on all relevant topics

**Requires:**

- Consistent attendance at both BU and BFC Board meetings
- Good understanding of confidentiality
- Good communication skills
- Ability and willingness to participate in and contribute to the work of the BU Board
- Willing to make themselves available to be contacted by the BU membership

**Responsible to:**

- BU members via the BU Board