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| **Role** | Lead Player Forum Representative |
| **Committee Status** | Core GNC Committee Member |
| **Responsible to** | GNC Vice Chair Person |
| **Works with** | 1. GNC Player Forum members to keep abreast of all feedback received. 2. GNC Vice Chair Person to identify new GNC Player Forum members when needed. 3. GNC Club members to listen to and act upon feedback (when necessary). 4. GNC Chair Person to decide if a piece of feedback requires further action as per the GNC Feedback and Complaints Policy. 5. Other GNC Committee members and club members as necessary. |

**Roles & Responsibilities:**

1. Lead the GNC Players Forum, including chairing any meetings of the group and keeping abreast of the work of other forum members.
2. Work with the GNC Vice Chair Person to identify new forum members and take responsibility for explaining the role of a GNC Player Representative to them.
3. Act as a first point of contact for GNC club members in person, over the telephone and via email.
4. Actively seek, gather and communicate the views of GNC club members to The GNC Committee acting as an intermediary between the two.
5. Attend 8 weekly GNC Committee meetings and report back on behalf of the GNC Players Forum.
6. Act as the main point of contact for player feedback and complaints in line with the GNC Feedback and Complaints Policy including:

* Monitoring the Players Forum email account and auctioning all emails appropriately
* Working with the GNC Chair Person to decide whether a piece of feedback requires any further action
* Leading an investigation panel to establish facts in the case of a complaint
* Filing complaints and feedback in line with GNC’s Privacy Policy
* Drafting and distributing correspondence to complainants and any other individuals involved in an investigation as necessary
* Communicating any breaches to the GNC Code of Conduct or any other policy/ procedure to The GNC Committee
* Taking an active part in the bi-annual review of the GNC Feedback and Complaints Policy

1. Carry out all roles and responsibilities in line with the GNC Privacy Policy and all other relevant policies and procedures.
2. Be a positive role model for GNC club members/ volunteers by upholding the GNC Code of Conduct and acting as an ambassador of the club.