

Job Title: Match Day & Event Steward

Hours of Work: Approx. 4 hours on during events

Location: Highbury Stadium, Park Avenue, Fleetwood, FY7 6TX

Responsible to: Ground Safety Officer

General Job Description

To assist the Ground Safety Officer in the co-ordination of supporters and visitors, as well as ensure the safe operation of Highbury Stadium before, during and after the event. All stewards provide a direct and ongoing interaction between The Ground Management and spectators. The main duties of stewards are; to assist with the circulation of spectators, prevent overcrowding, reduce the likelihood and incidence of disorder, provide the means to investigate, report and take early action in an incident.

Duties and Responsibilities

- To assist with, and be aware of the safety, security and service needs of all spectators
- To ensure compliance with the conditions of entry as set out in the ground regulations and other safety certificate conditions that may apply
- To control or direct spectators who are entering or leaving the ground, to help achieve, a safe, even flow of people in, to and from the viewing areas
- To monitor crowd movements and density within viewing areas, so as to prevent overcrowding
- To staff entrances, exits and other strategic points (for example, the pitch or area of activity), and any exit doors or gates that are not continuously secured in the open position while the ground is in use
- To identify and report any potential hazards; for example, trip hazards, defective services or fire hazards
- To respond to conflict and, where appropriate, to alert the Ground Safety Officer
- To respond to incidents (such as the early stages of a fire, a medical incident, or structural defect); to communicate to event control and to take the necessary immediate action
- To undertake specific duties in an emergency or as directed by the Ground Safety Officer or the appropriate emergency services officer
- To assist the emergency services as required
- To have the ability and resources to describe accurately and record incidents that they have witnessed or experienced, for future reference
- To be confident and competent in the use of technology and aids supplied by the management, such as radios and megaphones

Qualification

Training will be provided. NVQ Level 2 in Spectator Safety is desirable.

Experience

Experience of working in customer service. Previous stewarding/ stadia roles is desirable.

Skills and Knowledge

An ability to understand and communicate verbal and written instructions in English. Good communicator, friendly and can work well as part of a team.



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