

|  |
| --- |
| **Job Description & Person Specification** |

|  |  |  |
| --- | --- | --- |
| **Position Details** | | |
| **Position:**  Support Team Safety Steward | **Department:**  Operations | **Reporting To**:  Support Team Supervisor |
| **Overall Objective:**  To work on behalf of the Safety Officer to provide a safe and secure venue, so far as possible, for all who attend an event. This will be done by following the Policies and Procedures in place including but not limited to the Event Safety Policy; Ground Regulations and the requirements of the General Safety Certificate or other such arrangements that may be in force at the time. | | |
| **Job Description** | | |
| Main Objectives  1. Understand and implement the requirements of any safety and security arrangements in place. 2. Attend any event briefing as necessary. 3. Continuously monitor and report any issues, concerns or incidents through your supervisor or event control room. 4. Deliver a safe and secure event day experience so far as possible. 5. Maintain a high standard of safety, security, customer service, cleanliness, and dress code at all times. 6. Ensure compliance with Ground and other regulations as necessary. 7. Carry out comprehensive search and security procedures and arrangements at all times as directed or instructed.   **Summary of Duties**   * To respond to and assist in the management of emergency situations as necessary and as required. * Ensure the safe arrival and departure of all persons * Ensure that thorough pre-event checks are carried out in line with the safety and security requirements for the event. * Carry out the required search and security policy arrangements around the venue, prior to persons entering the ground and then maintain those arrangements during the event. * Report any defect or concern to your supervisor or Event Control Room as necessary. * Assist in the safe operation of the event and NOT watch the activity taking place * Assist and manage with the prevention of overcrowding and altercation within all areas of the stadium * Implement the ejection policy as necessary and provide information to the Safety Officer via the relevant reporting process as necessary * Monitor, control and direct persons who are entering or leaving the stadium in order to achieve an even flow maintaining the safety and security of all. * Attend all training as required by the Club to undertake the role. * Discuss Health, Safety and Welfare matters with your Support Supervisor | | |
| **Person Specification** | | |
| * Be polite and respectful with the desire to provide exceptional standards of customer service * Maintain a professional caring attitude at all times * Excellent communication and interpersonal skills * The ability to work on own or as part of a team * Organized with a calm approach to work * Able to deal with difficult situations * Willingness to work unsociable hours * Adaptable in order to deal with a variety of situations * Adhere to company values * Knowledge and understanding of Cub policies, procedures and regulations and those of governing bodies relating to your role * Work towards and achieve an NVQ level 2 in spectator safety or the equivalent within 12 months of working at the Club | | |
|  | | |
| * To be able to work on matchday weekends and evenings, including Public Holidays * To comply and promote the Club’s policies and procedures to include Safeguarding, Equality & Diversity and GDPR compliance * Understanding of the governance, security and cyber security requirements including areas such as General Data Protection Regulations (GDPR) * To undertake required training, including mandatory Club Equality and Diversity and Health and Safety training. | | |
| *This Job Description may be changed and amended from time to time at the discretion of the Club.*  *Leicester City Football Club is an inclusive employer and will provide equality and fairness for all employees. Leicester City Football Club opposes all forms of unlawful and unfair discrimination. Please refer to our Equality and Diversity Policy for further information.*  Postholder Signature Date \_\_\_/\_\_\_\_/\_\_\_\_  Director Signature Date \_\_\_/\_\_\_\_/\_\_\_\_ | | |