



## Steward

### (Unqualified or Level 2 NVQ)

<p><b>Core Team Relationships</b></p>	<p>The holder of this role will be required to work closely with:</p> <ul style="list-style-type: none"> <li>• Safety Officer, Deputy Safety Officer, Chief Steward, Steward Supervisors and Safety Stewards.</li> </ul>
<p><b>Role Summary</b></p>	<p>This role requires:</p> <p>A polite and courteous manner as you will be assisting with the delivery of an enjoyable and safe experience for all customers/audiences. In this role you are required to maintain a high level of customer care and provide practical assistance both inside and outside of the venue. You will be representing The Club so it is essential you present yourself and represent The Club in a positive and professional manner at all times.</p> <p>Stewards must have excellent communication skills as you will need to undertake instructions from the Safety Officer, Deputy Safety Officer, Chief Steward and Steward Supervisors. You will also need to be capable of directing any communication e.g. any safety issues and customer feedback through the correct channels effectively and efficiently.</p> <p>A flexible and dynamic approach is required as there are numerous positions within the vicinity of the stadium where Stewards may be deployed. Steward's positions will be allocated on a match by match basis and are subject to change.</p> <p>The key responsibilities of this role are:</p> <ul style="list-style-type: none"> <li>• Ensure you have fully read and understood the Stewards Handbook (issued to all stewards)</li> <li>• Ensure all health and safety regulations and legislation are implemented within your role.</li> <li>• Make sure you maintain a professional appearance at all times ensuring care and attention of personal presentation as you will be representing The Club. The Stewards dress code must be adhered to.</li> <li>• Ensure you report for duty and sign the appropriate sign in sheet before commencing work. In the role as an unqualified Steward or Level 2 NVQ Steward you are expected to report in at 1 ½ hours before kick-off (1.30pm on a Saturday match and 6.15pm of an evening match). Hours of work will be detailed in your Casual Worker Agreement but are subject to change for other events and in line with the business needs. Prior notice will be given of any change to your working hours.</li> <li>• To attend the pre-event briefing and ensure you have a full understanding of the brief given and any questions or concerns must be raised at this time.</li> <li>• Upon commencing duties you must conduct pre-match checks of your allocated area and notify the Safety Officer of any maintenance/safety issues or suspicious articles.</li> <li>• Ensure you know your surroundings as you will be a point of contact for the public</li> </ul>

	<p>therefore it's important you ensure you are able to advise on the nearest entrance and exits, lost and found points, disabled access routes and are able to advise on the location of facilities e.g. toilets, kiosks, bars, shop, first aid, waste disposal etc.</p> <ul style="list-style-type: none"> <li>• On the opening of the stadium to the public Stewards must welcome spectators into the grounds ensuring communication is professional, polite and clear and checks tickets where appropriate and direct customers to their seats.</li> <li>• Look out for any potential hazards, suspicious activity and unusual packages and report them.</li> <li>• Make sure all aisles and vomitories are kept clear of standing spectators especially towards the end of an event as these are emergency exits.</li> <li>• Monitor spectators at all times for any signs of distress, overcrowding, inappropriate behavior and persistent standing and report any issues to your Supervisor.</li> <li>• A rest break is not permitted in line with the hours of work and therefore eating or smoking is permitted. If on occasions this is authorised it must not be done in view of the public. Water or other soft drink can be drunk whilst on duty.</li> <li>• Respond quickly and efficiently to any medical emergencies, fire emergencies and aggressive/intoxicated behavior. If you are unqualified or don't feel comfortable handling the situation, refer it promptly to your Supervisor ensuring relevant information is passed on.</li> <li>• As spectators begin to leave the Stadium either at the end of the game or beforehand, provide reasonable assistance to spectators. However, at the end of the event Stewards must take up a position on the trackside as directed to allow unrestricted egress by the spectators whilst observing them leaving and provide assistance if it should be required.</li> <li>• Stewards working on a raised tier of a stand must observe the crowd leaving from a safe and unrestricted point.</li> <li>• Ensure spectators safely leave the stadium at the end of the game and carry out checks of the area to identify if any seating or safety equipment has been damaged or property left behind.</li> <li>• Attend staff training and meetings as required.</li> <li>• Perform any other reasonable tasks asked of you.</li> </ul>
<p><b>Qualifications/Experience/Knowledge required</b></p>	<p>The role requires:</p> <ul style="list-style-type: none"> <li>• 18 years+ (minimum for this role).</li> <li>• Basic numeracy and literacy skills.</li> <li>• A good level of physical fitness/mobility/strength as the role involves walking, standing, bending, climbing stairs and may involve lifting and carrying heavy items. This is imperative to ensuring quick and efficient responses to incidents and occurrences.</li> <li>• Previous experience of managing spectators at events either as a Steward or in another capacity is preferable but not essential as training is a requirement and will be provided.</li> <li>• NVQ Level 2 in Spectator Safety is essential in this role, if this qualification is not already held then you will need to be able to achieve this within the first year of working within the role. This qualification will be paid for by the company but you will be expected to sign a training agreement on commencement of the training.</li> <li>• Passionate about delivering exceptional customer service.</li> <li>• Calm, efficient and able to work under pressure.</li> <li>• Excellent communication skills.</li> <li>• Able to work effectively in a team but also capable of using own initiative.</li> <li>• Flexible, motivated and committed.</li> </ul>