



JOB DESCRIPTION

REF - MFCCSS – 10/21

Morecambe FC - Crowd Safety Steward	
Department	Stewarding & Ground Safety
Reports to	Ground Safety Officer, Chief Steward
Full terms of agreement	To be discussed upon successful application
Hours of work	Matchdays; football season runs July-May
Remuneration	Meets National Minimum Wage. Wage increments based on job role and qualifications
Key internal relationships	Ground Safety Officer, Deputy Ground Safety Officer, Chief Steward, Head of Stadium Operations, Stand Supervisor,
Key External Relationships	Home Club Spectators, Away Club Spectators
Purpose of the role	To assist the Club in the effective, safe and customer friendly management of Matchday Operations at the Mazuma Stadium.
Key Tasks & Responsibilities	<ul style="list-style-type: none"> - To assist the Club in the effective, safe and customer friendly management of Matchdays at the stadium - To assist the Ground Safety Officer, Chief Steward and Stand Supervisors in crowd safety management at the stadium - To ensure compliance with the terms of the Ground Safety Certificate, Health & Safety legislation and other relevant guidelines and legislation - To enforce the Ground Regulations - To attend the stadium on time and complete the appropriate signing in procedure to authorise and log your attendance - To attend the pre-match safety briefing and ensure you understand your given role during your shift - To ensure all relevant pre-match safety checks are completed in accordance with established procedures and report back to your stand supervisor - To monitor access and egress from your designated area, ensuring the safety and welfare of spectators and staff - Actively engage with, and welcome, spectators into the stadium efficiently and professionally - To carry out all instructions given by the Ground Safety Officer, through the management structure - To be aware of the evacuation procedure and life safety systems

associated with the area you are operating within

- To be aware of any methods or signals used to alert staff that an incident has arisen
- Be capable of recognising potential fire hazards and reporting such findings through the management structure
- Be capable of recognising any unsafe crowd conditions and reporting such instances through the management structure
- Be capable of recognising potential safeguarding issues in line with the Club's safeguarding procedures and reporting such instances through the management structure
- To have knowledge of the stadium layout and the location of its various amenities and facilities
- To attend the post-match debrief and to report on any matters arising either through the debrief or through the management structure
- Attend training sessions provided by the Club
- To support the Club Customer Charter
- To use a 2-way radio to receive and transmit information clearly and concisely
- To undertake other duties appropriate to the level and character of work as may reasonably be required. Significant permanent changes in duties will require agreed revisions to be made to this job role
- Maintain a smart appearance in line with company Dress Code
- Liaise with the Catering department to ensure safe and customer friendly procedures are operating correctly

PERSONAL SPECIFICATION

		Essential	Desirable
Knowledge & Experience			
	<ul style="list-style-type: none"> NVQ Level 2 Crowd Safety Management or equivalent 		✓
	<ul style="list-style-type: none"> Experience of dealing with the general public in a face-to-face environment 		✓
	<ul style="list-style-type: none"> 		
Personal Qualities & Skills			
	<ul style="list-style-type: none"> A good standard of physical fitness as you will be working on your feet for long periods of time 	✓	
	<ul style="list-style-type: none"> Willingness to work in a busy, crowded and noisy environment 	✓	
	<ul style="list-style-type: none"> Good face-to-face communication skills 	✓	
	<ul style="list-style-type: none"> Friendly, helpful and cheerful persona 	✓	
	<ul style="list-style-type: none"> Ability to work to instructions under pressure 	✓	
	<ul style="list-style-type: none"> Ability to work unsupervised 	✓	
	<ul style="list-style-type: none"> An interest in football 		✓
Safeguarding			
	<ul style="list-style-type: none"> To have due regard for safeguarding and child protection policies, including the welfare of children and young people 	✓	
	<ul style="list-style-type: none"> All Employees are subject to DBS checks, with our safeguarding officer 	✓	
Other			
A willingness to learn and develop as an individual through CPD		✓	
Willingness to commit to home fixtures during the football season		✓	
Applicants must be aged 18 and over		✓	

The Employee must at all times carry out their responsibilities with due regard to Morecambe FC policies and procedures.

The Employee must act to protect all young people and vulnerable adults that are in their care, following the Club's Safeguarding and Child Protection Policy at all times. The Employee must report any misconduct or suspected misconduct to the Safeguarding Manager.

The Employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees, Employee and customers.

The above Role Description is not intended to be exhaustive; the duties and responsibilities may therefore vary over time according to the changing needs of the Club.