

Job Description

Position: Safety Steward **Department:** Safety & Security **Reporting to:** Safety & Security Manager

Salary: £12.20ph **Contract:** Permanent **Hours per week:** 1 shift per week.

Job purpose: Managing customers and incidents during events at Stadium MK.

Role Competencies:

Planning Timescales:

- Take responsibility for reporting any incidents which could affect the safety of customers at Stadium MK

Decision Making:

- Must be able to make decisions within own remit of authority.
- Must be clear on when incidents need to be escalated and to whom.

Impact & Influence:

- Must be of a helpful and supporting nature.
- Must be willing to make a difference and show the Stadium in the best light possible.

Skill Level:

- To monitor for breaches of Ground Regulations and unacceptable behaviour and provide an appropriate response, or alert a supervisor
- Be fully aware at all times what is required to ensure the safety of the Stadium and its spectators/guests.

Communication:

- Provide excellent customer service
- Provide verbal and written reports when required, including to the police and other agencies

Budget Management:

- Ensure that waste is kept to a minimum.

Lead & Develop:

- N/A

Operating Parameters:

- Must be able to control entry/ exit and movement of people at events
- To monitor spectators and deal with crowd problems (including managing conflict)
- Be able to support the work of the safety and security team and Stadium MK
- Be confident in dealing with incidents and emergencies

Essential & Desirable Job Criteria:

- This role involves walking, standing, bending and climbing stairs.
- Ability to work on own initiative and as part of a team, be motivated and committed to the role
- Calm and efficient and be able to work under pressure

- Have a polite and courteous manner
- Be able to adapt to different and changing situations
- Be flexible to work in different locations and roles within Stadium MK
- Be of smart appearance and personal hygiene
- Help to manage conflict, demonstrate confidence to challenge people, when necessary, to comply with safety rules or to moderate language or behaviour
- Be able to remain stationary for prolonged periods, either standing or seated, climb and descend stairs
- Be willing to undertake and complete level 2 NVQ Certificate in Spectator Safety
- Ability to read a number plate at 20 meters (DVLA standard) with the aid of glasses or contact lenses if worn
- Must be able to work in all weathers.

Desirable

- Be able to undertake lifting and carrying of heavy items e.g. customers in need of assistance
- Previous experience of working within the event management industry

Safeguarding - We are committed to safeguarding and protecting children and young people (CYP) and at-risk Adults (ARA) Our expectation is that you will fully accept your responsibility for the safety and welfare of all CYP and ARA by being fully conversant with all our safeguarding policies and reporting anything that does not appear to be correct. The post maybe subject to an enhanced DBS check and yearly self-declarations.

Equality & Diversity – must be able to demonstrate that equality, diversity and inclusion will be maintained and developed across all programmes and areas of the business.

Competency Total:

Level