

Job Description

Safety and Security: Safety Steward

Position: Safety Steward	Department: Safety and Security Team	Reporting to: Recruitment and Training Manager
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Salary: £12.21 p/h	Contract: Zero Hours	Hours per week: Variable
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Job purpose:

Managing customers and incidents during events at Stadium MK or Milton Keynes Dons Sports and Education Trust external locations.

Control entry / exit and movement of people at events and during rigging and de-rigging allocated shifts.

Monitor spectators and deal with crowd problems (including managing conflict).

Support the work of the safety and security team and Stadium MK with incidents and emergencies.

Planning Timescales:

- Regularly check the staffing portal for job requests and role allocations.
- Adapt and respond to week-by-week scheduling and event requirements.
- Prepare for role responsibilities during event rigging and de-rigging shifts.

Decision Making:

- Make on-the-spot decisions regarding entry point access based on age, behaviour, and right to entry but also managing conflict or unacceptable behaviour.
- Act independently to address crowd problems and escalate to supervisors when needed.
- Use judgment to determine when to call for assistance or escalate incidents.
- Respond efficiently and calmly under pressure.

Impact and Influence:

- Maintain a consistently positive and professional attitude, especially during high-pressure events.
- Present oneself as a representative of the safety and security team.
- Influence spectator behaviour by confidently challenging safety breaches or misconduct.

Skill Level:

- Possess good verbal and written communication skills.
- Demonstrate adaptability to dynamic or changing environments.
- Be proficient in basic numeracy and literacy.
- Maintain physical fitness to perform duties such as walking, standing, stair climbing, and carrying heavy items.

Communication:

- Provide assistance and clear communication to customers inside and outside the stadium.
- Write and deliver verbal/written reports, including those for police and agencies.
- Communicate confidently across departments and with senior managers.
- Understand escalation protocols and maintain proactive communication styles.

Financial/Budget Management

- Demonstrate awareness of how one's role and decisions impact event safety-related operational costs.
- Understand and apply efficient resource use during duties, although not directly responsible for budget management.

Lead and Develop:

- Support colleagues in maintaining event safety and customer service standards.
- Mentor new stewards through demonstration of proper conduct and responsibilities.
- Maintain personal development by completing required qualifications (e.g., NVQ Level 2 in Spectator Safety).

Operating Parameters:

- Work collaboratively with teams across MK Dons, the MK Dons Academy, MK Dons SET, Arena, and Stadium MK.
- Operate within defined safety protocols and event management policies.
- Flexibly work in various locations and adapt to different roles as assigned.
- Maintain a smart, professional appearance and uphold hygiene standards.
- Meet visual and physical requirements as outlined (e.g., reading number plates at 20 meters with correction).

Essential and Desirable Job Criteria:**Essential:**

- Ability to work on own initiative and as part of a team.
- Calm and efficient and be able to work under pressure
- Have a polite and courteous manner
- Be able to adapt to changing situations
- Be flexible to work in different locations and roles within Stadium MK
- Maintain a professional standard of personal appearance and hygiene at all times.
- 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
- Have good communication skills, basic numeracy and literacy skills

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 may be subject to an enhanced DBS check and yearly self-declarations.

Equality and 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: 50

Level: 1