

Safety Steward

Job Description and Person Specification

Position Details

Position: Safety Steward	Department: Safety & Security Team	Reporting to: Safety and Security Manager
Salary: £9.62 per hour	Contract: Permanent	Hours: Non-contractual

Overall Objective: Managing customers and incidents during events at Stadium MK.

Job Description	Person Specification
<p>Main Objectives</p> <ul style="list-style-type: none"> • Control entry/ exit and movement of people at events • Monitor spectators and deal with crowd problems (including managing conflict) • Support the work of the safety and security team and Stadium MK • Deal with incidents and emergencies <p>Summary of Duties</p> <ul style="list-style-type: none"> • Provide excellent customer service • To monitor for breaches of Ground Regulations and unacceptable behavior and provide an appropriate response, or alert a supervisor • Provide assistance and responses to customers inside and outside the Stadium MK buildings • Take responsibility for reporting any incidents which could affect the safety of customers at Stadium MK • Provide verbal and written reports when required, including to the police and other agencies • This role involves walking, standing, bending and climbing stairs. It may also involve lifting and carrying heavy items 	<p>Essential</p> <ul style="list-style-type: none"> • 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 with good communication skills • Help to manage conflict, demonstrate confidence to challenge people, when necessary, to comply with safety rules or to moderate language or behavior • 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 • Basic numeracy and literacy skills <p>Desirable</p> <ul style="list-style-type: none"> • 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