



ROLE PROFILE: SAFETY STEWARD

Job Title:	Safety Steward (Volunteer)	Reports To:	Club Safety Officer
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Role Purpose:

Match stewards play a vital role in ensuring the safety of spectators and visitors to the club on a match day. As a match steward, you are the public face of the club. You will often be the first point of contact with supporters.

Hours:

- Match days midweek and weekends.
- Four hours per match.
- Approximately 2 hours before a match **and** 30 minutes after.
- Stewards are not required to be available at every match.

Location:

Billericay Town Football Club, Blunts Wall Road, Billericay, Essex CM13 3ED

Key Accountabilities:

- Ensure that all spectators feel welcome and safe at the ground on a match day.
- Assist fellow matchday staff in the effective, safe and friendly management of match days.
- To understand general responsibilities towards the health and safety of all categories of spectators, (including those with disabilities and children), other stewards, ground staff and themselves. Ensure compliance with the terms of the Safety Certificate, Health and Safety Legislation and relevant Guides and Legislation.
- Ensure that all pre-match safety checks are carried out in accordance with agreed procedures.
- To control or direct spectators who are entering or leaving the ground.
- To facilitate the safe dispersal of spectators and the prevention of overcrowding.
- To assist in the safe operation of the ground, observing the crowd and responding to any safety issues.
- To staff entrances, exit and other strategic points as directed by the club Safety Officer.
- Recognise any unsafe crowd conditions, particularly over-crowding, and take appropriate action in accordance with established procedures.
- Deal with any supporter queries or complaints; referring to the appropriate Club Official if a resolution is not available.
- Participate in any required staff training and briefing sessions.
- To provide basic emergency first aid.
- Follow the Club's Safety Policy at all times.
- To respond to emergencies, (such as the early stage of fire), to raise the alarm and take the necessary immediate action.
- To assist the emergency services as required.
- To undertake specific duties in an emergency or as directed by the Club Safety Officer or the appropriate emergency services staff.

Person Specification:	
Qualifications:	<ul style="list-style-type: none"> • No prior qualifications are required. • Successful applicants will be expected to make a commitment to achieving an appropriate safety qualification at no cost to the individual.
Knowledge & Experience:	<ul style="list-style-type: none"> • No prior stewarding experience is required. • Experience of attending football matches is desirable.
Skills:	<ul style="list-style-type: none"> • Good communication skills. • Ability to deliver and maintain high levels of service.
Personal Qualities:	<ul style="list-style-type: none"> • Friendly, helpful and cheerful disposition. • Attention to detail and patience. • Flexible approach to volunteering hours. • Ability to work to instructions and under pressure. • Ability to work unsupervised and on own initiative. • A team player with a 'can do' attitude. • An interest in football, helpful though not essential.