



## **JOB DESCRIPTION**

### **COURTESY STEWARD**



**Responsible to:**                      **Courtesy Steward Supervisor**

#### **Main Purpose of the Role**

- 1      To ensure, as far as reasonably practicable, the safety of all spectators, officials, players, performers and staff attending any event held at the Stadium in accordance with the requirements of the Kirklees Stadium Development Ltd Safety Policy, the Safety Certificate and any relevant and applicable legislation.
- 2      To create and maintain a good customer focused relationship with spectators whilst at all times retaining the ability to manage hostile or potentially hostile groups and/or individuals.
- 3      To undertake the instructions of the Courtesy Steward Supervisor, Safety Officer or his/her Deputy.

#### **Key Duties and Responsibilities**

- 1      To attend pre-match briefing by the Courtesy Steward Supervisor, the Safety Officer or his/her Deputy.
- 2      To be smartly dressed in the allocated uniform with appropriate club tie and name badge displayed.
- 3      To have in their possession adequate functional equipment as appropriate for their position and to return the equipment in good and efficient order after each event.
- 4      Prior to the Stadium being opened to the public, ensure that all exit doors, refuges and emergency stairways from areas of his/her area of responsibility are checked and found to be in good and efficient working order and clear of any obstructions. Any obstructions found must be removed and the Safety Officer informed.
- 5      To be clearly visible at their place of work and to perform their duties in a polite and professional manner at all times.
- 6      Monitor spectators for signs of distress or disorder.
- 7      Ensure the event organiser's policies on ticketing arrangements and spectator dress codes are complied with.

- 8 To maintain Ground Regulations and also to monitor the use of alcohol in hospitality areas and to deal with drunken and inappropriate behaviour where seen.
- 9 Inform the Safety Officer or his/her Deputy of any incident;-
  - affecting the safe and effective stewarding of the event
  - involving any injury to anyone – including spectators or staff members
  - of a significant nature which could affect the safe running of any event
  - of a significant nature involving the potential for crowd disorder
- 10 To liaise with the Courtesy Steward Supervisor, Safety Officer and his/her Deputy, undertaking directions given by them.
- 11 To know and understand the Evacuation Messages and procedures in all hospitality areas of the Stadium and be able to participate in and support a safe evacuation of the Stadium if required to do so.
- 12 Inform the Courtesy Steward Supervisor of any information considered relevant for discussion at the post match debrief and prepare a succinct but detailed report of any significant incident within their area of responsibility happening during the event if required to do so.
- 13 Know the location of and be able to operate effectively fire fighting equipment, evac chairs, emergency telephones etc.
- 14 To attend training, meetings and conferences as required.

### **Knowledge, Experience and Skills**

#### **Knowledge –**

- 1 To be aware of the contents and relevance of the Safety Certificate, the Stadium Ground Regulations, relevant legislation relating to sporting events, the function of the Licensing Authorities and contents of the KSDL Policies and Procedures hand book.
- 2 To know and understand the function of his/her role and area of responsibility.
- 3 To have an excellent knowledge of the geographical layout of the stadium, in particular its exit and entry routes and to know the emergency evacuation messages as relevant to all areas of the stadium.
- 4 Should be aware of KSDL HR policies and procedures

## **Experience -**

Previous experience of managing spectators at sporting events, either as a Steward or in another acceptable capacity (eg Police Officer) is preferable but not essential as training is a requirement and will be provided.

## **Skills –**

- 1 Must be able to communicate calmly and effectively with the Courtesy Steward Supervisor, Event Organiser, the Safety Officer, his/her Deputy, and Chief Steward when under duress.
- 2 Must be able to communicate with spectators at all levels at all times, particularly under hostile and challenging circumstances.
- 3 Must have good people management skills.
- 4 To be able to provide basic emergency first aid.

## **Qualifications**

Must be capable of achieving NVQ Level 2 in Spectator Safety if required to do so.

*This job description is not exhaustive. The post holder will be required to perform any other reasonable duties as required within the scope, spirit and purpose of the job, the title of the post and its grading, as requested by their Manager.*

September 2011