

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Casual Crowd Safety Steward |
| HBC Grade: | **HBC1** |
| Service: | **Environment and Regeneration Directorate** |
| Division: | **Community and Environment** |

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| **Main Purpose of the Role** |
| As an active member of the stadium safety team, to ensure as far as is reasonably practicable, the safety of everyone in attendance at the stadium in accordance with the requirements of the safety certificate and the stadiums safety policy statement. |

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| **Key Duties** | |
| **1** | To understand their general responsibilities towards health and safety of all categories of spectators (including those with disabilities and children) other stewards, ground staff and themselves. |
| **2** | To carry out pre event safety checks. |
| **3** | To control and direct spectators who are entering or leaving the ground, to achieve an even flow of people into and from viewing areas. |
| **4** | To assist in the safe operation of the ground, not to view the activity taking place. |
| **5** | To staff entrances, exits and other strategic points, for example segregation perimeter and exit doors or gates which are not continuously secured in the open position while the ground is in use. |
| **6** | To recognise crowd conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding. |
| **7** | To assist the emergency services as required; to undertake specific duties in an emergency or as directed by the safety officer or the appropriate emergency service officer. |
| **8** | To provide basic emergency first aid. |
| **9** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |
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The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications** | **Essential** | **Desirable** | **How Identified** |
|  | NVQ Level 2 Spectator Safety | All essential qualification certificates must be presented at interview. |

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|  | **Experience** | **Knowledge** | **Skills & Abilities** | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** |  |  | Good communication skills | Application / Interview /Assessment |
|  |  | Ability to deliver and maintain high levels of customer service | Application / Interview /Assessment |
|  |  | Ability to dynamically work under instruction and also on own initiative | Application / Interview /Assessment |
|  |  | Good communication skills | Application / Interview /Assessment |
|  |  | Ability to deliver and maintain high levels of customer service | Application / Interview /Assessment |
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| **DESIRABLE** |  |  |  | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
|  |  | Interview / Assessment / Documentation |
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Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** | **19.7.21** |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.