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| Job Title: | Matchday Stewards |
| Department: | Safety and Security |
| Reporting: | Safety and Security Manager |
| Location: | Brentford FC Community Stadium |
| Salary: | Competitive |

Background

Brentford Football Club is a Premier League football club based in the London Borough of Hounslow. The Club was founded in 1889 and has been through a period of great change in the past year. Brentford moved to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporate guests, and the community in the summer of 2020, having previously played at their historic Griffin Park home for 116 years.

At the end of the first season in the new stadium, Brentford won promotion to the Premier League. The Club's first season in the top flight of English football since 1947 will start in August 2021. Promotion and a move to a new stadium are parts of a longer-term vision that aims to see Brentford FC sustain top level football on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area.

The Role of the Matchday Stewards

The successful candidates will be an effective communicator with a proven record of working in a customer service environment and will form part of the matchday Safety & Security team. They will support the matchday Area Managers and Supervisors to prepare for and deliver events at the Stadium in a safe and controlled manner.

Main Accountabilities

- Preferably to hold an NVQ Level 2 in Spectator Safety or similar but training may be provided after a period of proven reliability and competence.
- Have a proven track record of working in a dynamic (preferably a football or event) environment.
- To be supportive and able to work with others at all levels of the organisation.
- Ensure that you report for duty on time to sign in and attend pre match briefing
- Adhere to the Stadium dress code.
- Attend pre match briefings and post-match debriefings, to sign in and out and to determine duties, as required.



- Know the location of and be able to operate effectively, if safe to do so, the fire-fighting equipment at the ground.
- Know the location of the First Aid Rooms and any First Aid Equipment kept elsewhere in the Stadium.
- Be fully conversant with any emergency messages/announcements used to alert staff that an Emergency has arisen.
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to an Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer or the Safety Officer.
- Comply promptly with any instruction given in an emergency by an Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer or the Safety Officer or a Police Officer.
- Identify and investigate any incident or occurrence among attendees, reporting their findings to an Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer or the Safety Officer.
- Monitor the spectators throughout the Stadium for signs of distress or overcrowding and take action in accordance with briefing instructions.
- Prevent overcrowding by ensuring the spectator limits in various parts of the Stadium are complied with.
- Prevent spectators, as far as possible, from climbing fences and other structures and from standing on seats.
- Ensure that gangways and exits are kept clear at all times.
- Staff all entrances and exits.
- Remain at your allocated post as instructed unless authorised or ordered to do otherwise by an Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer or the Safety Officer.
- Report to an Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer or the Safety Officer any damage which is likely to pose a threat to safety e.g. a damaged seat.
- Assist in the prevention of a pitch incursion/invasion.
- Assist as required in the evacuation of the Stadium.
- Assist in the identification of spectators who are banned from the stadium or who do not possess tickets or who are in possession of forged tickets.
- Assist in the prevention of breaches of the Ground Regulations.
- Develop an excellent knowledge of the geographical layout of the Stadium in which you are employed, in particular its entry and exit routes and to know the emergency evacuation messages as relevant to all areas of the stadium.

General Club Accountabilities

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDPR and PECR)
- To ensure compliance with all Club and regulatory requirements related to safeguarding, and to ensure the Club's safeguarding processes are followed in the event of any safeguarding concerns.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- To keep confidential any information gained regarding the Club and its personnel
- To maintain a flexible approach to work at all times



Person Specification - Essential Personal Characteristics

- Previous experience of managing spectators at sporting events either as a Safety Steward or in another acceptable capacity is preferable but not essential as training is a legal requirement and will be provided.
- Must be able to communicate calmly and effectively with the Area Manager, Safety Steward Supervisor, the Response Team Supervisor, the Deputy Safety Officer and the Safety Officer when under duress.
- Must be able to communicate with spectators, customers and staff at all levels, at all times particularly under hostile and challenging circumstances.
- Must have good people management skills.
- Must be able to provide basic Emergency First Aid or know how and who to contact in the event of identifying someone in need of first aid
- Good Customer Care skills would be advantageous.
- Must be able to work as part of a team.
- Must be able to achieve an NVQ Level 2 in Spectator Safety within one year of accepting post or as soon as practicable thereafter.
- All applicants must be available to work weekends and evenings and commit to being available between August and May.
- We can only accept applicants above the age of 18 for this vacancy.
- To be available to work weekends and evenings and commit to being available for 80% of fixtures
- To be fit, active and capable of carrying out all Stewarding duties.
- To have good communication skills.
- To be clean and tidy in appearance.
- No drinking alcohol before or whilst on duty.
- Not under the influence of illegal drugs at any time whilst acting as a Safety Steward.
- No eating whilst on duty.
- No smoking whilst on duty.

Brentford Football Club and all of its staff has a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst Employees and customers.

The above Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the Club.

How to apply:

Please attach your cv and cover letter to the application using the link below by the 9th July 2021:

<https://hr.breathr.com/v/matchday-stewards-17365>