



Job Title:	Crowd Safety Supervisor
Department:	Security
Reporting:	Head of Security
Location:	Brentford FC Community Stadium
Salary:	Competitive

Background

Brentford Football Club is a professional football club based in the London Borough of Hounslow, that currently plays in the English Football League Championship. The Club was founded in 1889 and has called Griffin Park its home since 1904. 2020 represents the start of a new era for Brentford, with the Club moving to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporates and the community. The new stadium, open for the start of the 2020/21 season, is the cornerstone of a longer-term vision that aims to see Brentford FC reach the Premier League on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is located a mile from Griffin Park and 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 Crowd Security Supervisor

To provide, in conjunction with ALL club staff, other agencies and with the help of the police, if in attendance, to ensure the SAFETY of all spectators, staff and other attendees within the stadium at all times.

All match day staff employed by the club or Agency are responsible for ensuring that they are familiar with the contents of the Steward handbook and the procedures and information it provides.



General Duties:

The main roles are:

- To assist other members of the match day staff as required to ensure the safety and control of all spectators before, during and after an event.
- Directing members of the public entering or leaving the stadium, helping to achieve an even flow of people and ensuring that overcrowding does not occur.
- Staffing your designated position in the stadium and to be ready to deal with any emergency that may occur, knowing how to raise the alarm and use a fire extinguisher.
- To staff all entrances, exits and strategic points particularly exit gates that are not continuously open, whilst the stadium is open.
- To undertake specific roles or duties in the event of a major incident which may result in the evacuation of the stadium.
- Be prepared to work in any area of the stadium as directed by the Area Manager or Safety Officer or senior match day staff.

The above duties are subject to additional duties as per the event day requirements.

Essential Requirements:

- Smart appearance with a clear speaking voice
- Good Communication skills, pleasant manner, approachable and can remain calm under pressure
- NVQ 3 Crowd Safety Qualification or equivalent or be studying for it
- Patience and attentiveness
- Observant
- Ability to handle complaints and difficult situations
- Good timekeeping and have a flexible attitude
- Being able to work in and manage a team
- Friendly and tactful personality
- Open minded attitude

In addition:

- You must be fit and active and able to carry out your duties as directed.
- You will be properly trained to fulfil your responsibilities and duties that your post demands.
- You must arrive on time, sign in and be ready for your area briefing, if you are unable to attend you must let the club know at least 24 hours before the event.
- You will not under any circumstances leave your allocated position without the permission of your Area Manager and not until a replacement has been allocated and is in position.



- You will wear the appropriate match day staff jacket and comply fully with the club dress code.
- You will be courteous at all times to spectators whilst being firm and fair in carrying out your duties and responsibilities.
- You must not eat, drink, smoke or use your mobile phone whilst on duty unless you are on an official break as directed by your Area Manager. Mobile phones must be on silent whilst the stadium is open to the public and only used with the permission of an Area Manager.

General Club Accountabilities

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDRP and PECR)
- 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

How to apply:

If you are interested in this role, please apply via the link below:

<https://hr.breathehr.com/v/crowd-safety-supervisors-16053>

Application closing date is **27 April 2021**

Brentford FC aim to be the most inclusive Club in the country. It would be great if you could spend a couple of minutes filling out our Equality and Diversity Monitoring Questionnaire using the link below:

<https://forms.office.com/r/yvTE3Ua2vG>