**ALTRINCHAM FOOTBALL CLUB**

**J. Davidson Stadium, Moss Lane, Altrincham WA15 8AP**

**Job Title: Match Day & Event Steward**

**Hours of Work:** Approx. 3 hours each match day

**Payment:** Voluntary

**Location:** The J Davidson Stadium, Moss Lane, Altrincham WA15 8AP

**Responsible to:** Match Day Safety Officer

**Job Description**

To assist the Safety Officer in the coordination of supporters, visitors and the safe operation of the ground before, during and after the event.

We need people to assist and direct spectators and to implement ground regulations at all our home games and other major events held at the Stadium. You should be fit and active, calm under pressure, and have good communication skills.

**Duties and responsibilities**

• Attend pre and post-match briefing to sign in/out and determine duties.

• Know the location of and be able to operate effectively the fire-fighting equipment at the ground.

• Know the location of the first aid room and any first aid equipment kept elsewhere at the Stadium.

• Be fully conversant with any methods or signals used to alert staff that an emergency has arisen.

• Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to the Safety Officer.

• Comply promptly with any instruction given in an emergency by the Safety Officer or a Police Officer.

• Identify and investigate an incident or occurrence among spectators, reporting their findings to the Safety Officer or their Deputy.

• Monitor the crowd throughout the ground for signs of distress or overcrowding and take action in accordance with standing instructions.

• Prevent overcrowding by ensuring the crowd limits in various parts of the ground are complied with.

• Prevent spectators, as far as possible, from climbing fences and other structures and from standing on seats (where by virtue of the scale of the incident Stewards are unable to prevent this, they should immediately report the matter to the Safety Officer).

• Staff all parking areas to ensure all approaches and emergency exits are kept clear and that vehicles are correctly parked.

• Ensure that gangways and exits are kept clear.

• Staff all exits.

• Assist in the diversion of spectators to other parts of the ground including the closing of turnstiles when the capacity for any area is about to be reached.

• Remain at allocated post as instructed unless authorised or ordered to do otherwise by the Safety Officer or a Police Officer.

• Report to the Safety Officer any damage or defect which is likely to pose a threat to spectator safety e.g. a damaged seat or barrier.

• Assist in the prevention of pitch invasion.

• Assist as required in the evacuation of the ground.

• Assist in the identification of spectators who are banned from the ground or who do not possess tickets at all ticket matches or who are in possession of forged tickets.

• Assist in the prevention of breaches of ground regulations.

• This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

• All volunteers may be required to undertake any duties as may be responsibly requested or work at other events and venues.

**Qualification**

Training will be provided. NVQ Level 2 in Spectators Safety would be an advantage.

**Experience**

Ideally experience within customer service would be an advantage.

**Skills & Knowledge**

Good communicator, friendly and can work as part of a team.

**All roles have the following Code of Conduct associated with them:**

Anyone working or volunteering for Altrincham Football Club will be expected to adhere to the following Code of conduct.

* **Passion** – we are driven by a commitment to achieving the best possible service for Altrincham Football Club, and it’s supporters.
* **Quality** – we are driven by a commitment to achieving excellence in everything that we do.
* I**ntegrity** – we are honest, transparent, and accountable in all of our dealings with colleagues and with the general public.
* **Mutual Respect** – We work together to create an environment in which our employees and volunteers treat each other with respect and dignity.
* **Conflict of interest** - We expect employees and volunteers to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their duties.
* **Collaboration** – Employees and volunteers should be friendly and collaborative and should not present obstacles to their colleagues’ work.
* **Communication** - All employees and volunteers must be [open for communication](https://resources.workable.com/open-door-company-policy) with their colleagues, supervisors or team members.
* **Loyalty** – our first loyalty is to Altrincham FC.