



## **JOB DESCRIPTION: Match Day Roles - Multiple Vacancies Available.**

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| <b>Roles</b>                      | <ul style="list-style-type: none"> <li>• Stewards</li> <li>• SIA</li> <li>• Turnstile Operatives</li> </ul>  |
| <b>Remuneration</b>               | Dependent on role  |
| <b>Location</b>                   | Liberty Stadium, SA1 2FA   |
| <b>Contract / Working Pattern</b> | <p>Casual Role / Ad-hoc hours.</p> <p>Will include unsociable hours such as evenings, weekends, and bank holidays.</p>   |
| <b>The Role</b>                   | <p>We are looking for highly motivated and professional individuals who understand the importance of safety and security at large events.</p> <p>Full training including NVQ in Spectator Safety will be provided.</p> <p>Flexibility will be essential for this post and working hours will be on a casual basis.</p>   |
| <b>Core Duties</b>                | <ul style="list-style-type: none"> <li>• Give accurate and helpful venue information to spectators</li> <li>• To control or direct spectators who are entering or leaving the ground, to help achieve an even flow of people in and out, ensuring spectators do not cause any obstruction.</li> <li>• Ensure that the gangways and exits are kept clear.</li> <li>• To recognise crowd conditions to ensure the safe dispersal of spectators and the prevention of overcrowding.</li> <li>• To assist the Emergency Services if required.</li> <li>• To respond to emergencies; to raise the alarm and take the necessary immediate action.</li> <li>• To undertake specific duties in an emergency, provided they feel safe and confident to undertake those duties.</li> <li>• Be vigilant and report any suspicious, unidentified, or unattended packages.</li> <li>• Be vigilant and report any behaviour which demonstrates hostility towards an individual.</li> <li>• To remain available within the Stadium until the end of each game and the Stadium is cleared of spectators.</li> <li>• Prevent spectators from entering the field of play and surrounding areas.</li> <li>• Develop an excellent knowledge of the geographical layout of the Stadium in which you are employed, its exit and entry routes</li> <li>• Know the emergency evacuation messages as relevant to all areas of the stadium.</li> </ul> |
| <b>General</b>                    | <ul style="list-style-type: none"> <li>• Follow all Club Policies, such as Equality &amp; Diversity, Health &amp; Safety, Safeguarding, Anti-Corruption &amp; Bribery and GDPR.</li> </ul>   |

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|-----------------------------|---|------------------|------------------|
|                             | <ul style="list-style-type: none"> <li>• Make suggestions to improve the working environment and contribute to positive employee relations within your area of work and Swansea City Football Club as a whole.</li> <li>• To take reasonable care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work.</li> <li>• To comply with all aspects of the Swansea City Football Club Health and Safety Policy and Arrangements, to enable the Company to perform its civil and statutory obligations in relation to Health &amp; Safety.</li> <li>• Ensure effective communication within your work team and across Swansea City whilst actively offering support and guidance as necessary.</li> </ul> |                  |                  |
| <b>Person Specification</b> | <b>Qualifications</b>   | <b>Essential</b> | <b>Desirable</b> |
|                             | NVQ Level 2 in Spectator Safety, or able to achieve when in post.   | ✓                |                  |
|                             | SIA Badge   |                  | ✓                |
|                             | Emergency First Aid   |                  | ✓                |
|                             | <b>Experience</b>   |                  |                  |
|                             | Crowd Safety Management   |                  | ✓                |
|                             | Working in line with strict safety protocols  |                  | ✓                |
|                             | <b>Skills &amp; Qualities</b>   |                  |                  |
|                             | Good communicator   | ✓                |                  |
|                             | Able to stay calm and professional in hostile situations  | ✓                |                  |
|                             | Reliable, professional with a positive disposition  | ✓                |                  |
|                             | Flexible attitude to work, with availability on weekends and evenings.  | ✓                |                  |

If you believe you have the right mix of skills for this position, please complete the Application Form available [here](#) or email [jobs@swanseacity.com](mailto:jobs@swanseacity.com) to request an application form.

**Please note CV's will not be accepted.**

Swansea City AFC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role.

We are particularly encouraging applications from women, disabled people and Black, Asian and Minority Ethnic (BAME) individuals who are currently under-represented within the organisation.



All appointments will be made on merit of skill and experience relative to the role.

The Company is committed to safeguarding and promoting the welfare of children and young people involved in activities and event at the Company. As part of the Company's recruitment and selection process any offers of work involving working in regulated activity with children are subject to a satisfactory enhanced DBS Disclosure and barred list check (depending on the level of supervision, frequency, and nature of contact with children). Appropriate references are also required.

**Should an adequate number of applications be received prior to the closing date, Swansea City AFC reserve the right to remove this advert.**

**Due to a high demand in applications the Club will be unable to respond to those applicants who have not been shortlisted for interview**