

## JOB DESCRIPTION

1. DETAILS	
Job title:	Match Day Safety Steward
Reporting to (Job title):	Safety Officer
Department:	Safety Team
Direct Reports:	N/A
Location:	Oxford United Football Club, Grenoble Road, OX4
Hours:	Match Day [4 to 6 hour shift]
FT / PT	P/T

2. KEY OBJECTIVES OF THE ROLE
<ul style="list-style-type: none"><li>• To provide an excellent service to Home / Away Supporters by following the '<b>Oxford United Way</b>' – being <b>Professional, Proficient, Progressive</b>.</li><li>• To facilitate the safe ingress, circulation and egress of Supporters at the Stadium.</li><li>• To provide an initial response and assessment of incidents within the Stadium and footprint.</li></ul>

### 3. MAIN DUTIES / RESPONSIBILITIES

Duties include:

- Attend the Stadium at given dates and times as dictated by the Safety Officer.
- Attend pre-event briefing, and ensure all information is understood.
- Do not leave the stadium after signing in until the end of your duties.
- Attend all training sessions required.
- To be responsible for the safety and comfort of spectators within a designated area at all times.
- Operate entrance turnstiles to the Stadium as and when requested by a Supervisor.
- Direct spectators to seating areas by checking tickets.
- Monitor the crowd within the Stadium and update Control Room to reduce the risk of crowd related incidents.

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- Ensure that all entrances and exits are kept clear.
  - Ensure that vomitories and stairwells are kept clear.
  - Assist to maintain a segregation line as required.
  - Identify and investigate any incident involving Spectators and update a Supervisor with result.
  - Know the location of and be able to operate effectively the fire-fighting equipment within the Stadium.
  - Know the location of the first aid room and any first aid equipment kept elsewhere in the Stadium.
  - Be fully conversant with the Stadium emergency procedures.
  - Comply promptly with directions given in an emergency by a Supervisor or member of Emergency Services.
  - Remain at allocated post as instructed unless authorised or ordered to move by a Supervisor.
  - Assist as required in the evacuation of the Stadium.

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<b>4. CORE SKILLS, KNOWLEDGE TRAINING AND EXPERIENCE REQUIRED</b>
<ul style="list-style-type: none"><li>• NVQ Level 2 Spectator Safety [training provided].</li><li>• Excellent customer service skills</li><li>• Good communication skills</li></ul>

<b>5. JOB DESCRIPTION AGREEMENT</b>
Job Holders Signature:
DATE:
Managers Signature:
DATE: