



JOB VACANCY

JOB TITLE	Steward
DEPARTMENT	Match Day Operations

RESPONSIBLE TO	Safety Officer
RESPONSIBLE FOR	N/A

SALARY	In line with NMW
CONTRACT	Casual / Zero Hours

Steward Role and Responsibilities

- To understand their general responsibilities towards the health and safety of all categories of spectators (including those with disabilities and children), other stewards, ground staff and themselves.
- To control or direct spectators who are entering or leaving the ground, to help achieve an even flow of people in, to and from the viewing areas. Ensure spectators do not cause an obstruction in access and exit areas.
- Ensure that the gangways and exits are kept clear.
- To assist in the safe operation of the ground. Match / Event Day stewards are employed to perform specific duties and not to view the activity taking place.
- To staff entrances, exits and other strategic points; for example, segregation, perimeter and exit doors or gates which are not continuously secured in the open position while the ground is in use.
- To recognise crowd conditions so as to ensure the safe dispersal of spectators and the prevention of overcrowding.
- To assist the Emergency Services if required.
- To respond to emergencies; to raise the alarm and take the necessary immediate action.
- To undertake specific duties in an emergency or as directed by the Safety Officer or the appropriate Emergency Service Officer, provided they feel safe and confident to undertake those duties.
- Be vigilant and report any suspicious, unidentified or unattended packages.
- Be vigilant and report any behaviour which demonstrates hostility towards the an individual's disability, race, religion, sexual orientation or transgender identity
- Report any anti-social behaviour, foul and/or abusive language or and behaviour or gesture that could be perceived as discriminatory.



JOB VACANCY

- Stewards are deployed to watch the crowd but must be aware of any incident occurring in the Stadium, which might affect crowd behaviour.
- Stewards must be vigilant at all times and never complacent.
- Stewards must be familiar with the contents of the Stadium's Evacuation Procedures.
- Stewards must not consume any alcohol/illegal substances before or during an event.
- Stewards must not use any personal mobile phone or electronic device during their working hours. If such items are brought to work, they must be left within lockers in the Stewards Room.
- Under no circumstances should a Steward make any gesture, whether physical or verbal so as to incite spectators.
- Should it be necessary to eject a member of the public from the Stadium, Stewards should report to the West Stand Team who will endeavour to avoid any physical conduct with the party involved. Any ejection must be reported to the Safety Officer or a member of the Control Room team. The ejected person will be taken to the stadium police room, where full details will be obtained, a photograph of the person will be taken and their season ticket or match ticket will be confiscated.
- Stewards will remain available within the Stadium until the end of each game and the Stadium is cleared of spectators.
- Stewards are responsible for signing in and out under the supervision of the administration steward. Under no circumstance should a steward sign in or out for anyone other than themselves, or deliberately record incorrect timings. In the event that this occurs it will be dealt with through the Disciplinary process.
- Prevent spectators from entering the field of play and surrounding areas.
- Identify offenders using foul, abusive and discriminatory language or threatening behaviour and all other contraventions of the ground regulations.
- Identify offenders who throw missiles/objects from within the spectator areas on to or at the playing surface or surrounding areas.

CRIMINAL RECORD CHECK REQUIREMENT

This role will require an Enhanced DBS Check.



JOB VACANCY

GENERAL STATEMENT

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.

SAFEGUARDING & WELFARE

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).

The Company may also conduct online searches of candidates who have been shortlisted as part of its safer recruitment procedures. Appropriate references will be required.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

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 individuals from diverse ethnic communities who are currently under-represented within the organisation.

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

HOW TO APPLY

Please complete an Application Form, available [HERE](#). If you require the application form in an alternative format, please email jobs@swanseacity.com