

# Job Description



<b>Job Title</b>	Casual - Matchday Stewards
<b>Reporting to</b>	Matchday Operations Manager
<b>Location</b>	The Hawthorns
<b>Line Management Responsibility</b>	None
<b>Main Purpose</b>	<p>Here at West Bromwich Albion Football Club, we have exciting opportunities to join our Casual Safety Team for Match Days. We pride ourselves on establishing the best stewarding operation in the country.</p> <p>We are currently recruiting for Stewarding roles, with opportunities to carry out various roles including Response stewards, Exit Gate Stewards, and General Safety Stewards.</p> <p>A Level 2 Certificate in Spectator Safety is offered to applicants who do not already have it.</p>
<b>Working Hours</b>	Casual contract – this may include evenings, weekends and bank holidays as required and in line with business needs

## DUTIES & RESPONSIBILITIES

Your main responsibilities for this role include, but are not limited to the following:

- To work as part of the stewarding team to deliver a safe event.
- To ensure spectator compliance with stadium (ground) regulations.
- To assist with the safe circulation of spectators.
- To assist with the safe movement of supporters to support with crowd safety.
- To be able respond to incidents.
- To be visible and accessible to spectators who may need any kind of assistance.
- To carry out personal searches of spectators entering the stadium.
- To compile clear written report cards when dealing with any recordable incident.
- To contribute positively to the Clubs vision and culture, including Equality, Diversity and Inclusion.
- To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour.
- To carry out CPD and keep up to date with any training and updates relevant to the role.
- To ensure the health & safety within the Club for self and others is adhered to at all times.
- To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding.

# Job Description



- To undertake all required training.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands.

## PERSON SPECIFICATION

### Essential Criteria

- A clear and effective communicator
- An ability to remain calm in challenging circumstances.
- An ability to produce clear well written incident reports.
- A team player who shows a willingness to go the extra mile to assist supporters.
- MUST engage in training within their first season to continue to be offered work as a Steward with WBAFC.
- Highly organised and methodical approach to workload
- Right to Work in the UK

### Desirable Criteria

- In some stewarding positions, previous experience may be required.
- Level 2 Certificate in Spectator Safety

## Equality and Diversity

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

<https://irecruit.efl.com/vacancies>

## Safer Recruitment

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA's Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out for this post

# Job Description

