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| Job Title | Event Safety & Security Manager |
| Reporting to | Head of Event Safety & Security |
| Location | The Hawthorns Stadium |
| Main Purpose | To be a designated safety officer on an event day and to ensure the safe and secure event operations of the club. |
| Working Hours | Full Time which include evenings, weekends and bank holidays as required and in line with business needs |

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| DUTIES & RESPONSIBILITIES | | |
| Your main responsibilities for this role include, but are not limited to the following:   * Be one of two designated Event Day Safety Officers for West Bromwich Albion. * As a designated Safety Officer, be responsible for the safe operation of:   + 1st team matches at The Hawthorns.   + Any youth / U23 / women’s fixtures at The Hawthorns.   + End of season corporate events where a Safety Officer is required.   + Any other major event at The Hawthorns.   It is expected that the Event Safety & Security Manager will work all match days and relevant events where required.   * Review all Event policies and procedures, updating where required. To be undertaken on not less than an annual basis, or where other events dictate otherwise. * Ensure relevant Event paperwork and risk assessments are undertaken, maintaining a suitable log / file of relevant information. * Complete necessary post-match online reports e.g. FSOA, Premier League and EFL. * Completion and recording of necessary pre-event checks. * The recruitment and training (in liaison with the external training provider) of all stewards, ensuring that Level 2/3 qualifications are awarded and recorded where necessary. * Work alongside HR to ensure all staff have the relevant documentation for the right to work in the UK and have relevant contracts in place. * Management and overseeing of all stewarding functions. * Investigate and resolve all relevant complaints. * Be part of the club’s Safeguarding Group. * Responsible for the management and implementation of matchday traffic plan. * Ensure full compliance with the General Safety Certificate, SGSA Guide to Sports Grounds and any other current legislation / recommendations as well as any documentation for a special safety certificate if required. * Liaise with and work alongside all key partners, including but not limited to Police, Fire, Ambulance, Local Authority, Public Health, SGSA, CTSAs, 1st Aid providers & contracted security providers. * Work alongside the Head of Event Safety & Security ensuring the relevant paperwork is submitted to the local authority for the granting of the General Safety Certificate.   General   * Manage workload of self and staff responsible for; * Be a nominated ‘First Aider’ and so take the lead / give appropriate support in emergency situations requiring first aid treatment. * A strong communicator who is confident in liaising with other relevant external agencies (e.g. Safety Advisory Group, Sports Grounds Safety Authority, Local council, media broadcasters) where required. * Investigate and respond to any post-match correspondence / complaints. * To develop good working relationships with both staff (Permanent, part time and contract) and supporters, in doing so upholding the standards of the Customer Charter. * Such other duties as may be from time to time assigned, arise or be developed that are consistent with the grade of this post. * To contribute positively to the Clubs Vision and Culture * To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour * To fully participate in one-to-ones, departmental reviews, meetings and annual and mid-term appraisals * To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safer working practices applicable to the role * To carry out CPD and keep up to date with any training and updates relevant to the role * To promote and embed EDI in all responsibilities with due regard to the club values and all policies and procedures, in particular health & safety, equality and diversity and safeguarding   Number and nature of staff supervised.   * event safety and security staff   Special conditions:   * To deputise for the Head of Event Safety & Security or equivalent if required for which no additional remuneration will be made. * The role will be based at The Hawthorns, West Bromwich. There will be a need to visit other sites owned and operated by the business. * Duties to be carried out during evenings and weekends, as required, as part of normal operation of the football club. Any additional hours worked will be taken off as lieu when agreed with line manager. * To be available out of hours to deal with any problems that may arise.   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 | | **Desirable Criteria** |
| * Experience of Plan Management / Writing * Experience of managing dynamic crowds * Knowledge of current issues in safety & security industry (protect duty / Martyn’s Law) * IT literate * Team player * Open minded with a view to adopting new practices * Personal integrity and the ability to invoke trust and respect from others * Highly organised and methodical approach to workload * Confidential and diplomatic * Excellent communication skills both written and verbally * Full driving license * Right to Work in the UK | * NVQ Level 4 Spectator Safety or working towards * NVQ Level 5 crowd safety management * Experience of working in large venues | |

**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.

**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.

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

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| **Signed** | **Name** | **Date** |
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