



JOB DESCRIPTION

JOB TITLE: General Steward
DEPARTMENT: Operations
REPORTS TO: Stand Managers
LOCATION: Molineux Stadium
HOURS: Casual working hours
DATE: February 2023

To be considered for the role please completed the General Steward Application Form and Diversity Monitoring Form below and email to stadium@wolves.co.uk -

[GENERAL STEWARD APPLICATION FORM](#)
[DIVERSITY MONITORING FORM](#)

We are Wolves. Progressive, determined, bright, unified and humble. A pack that is hungry for success. Wolves is one of the fastest growing professional football clubs in the UK, and also boasts one of the richest histories in the beautiful game.

Formed in 1877, Wolves was a founder member of the Football League, and was one of the country's most successful sides in the fifties and sixties. During a two decade spell the Black Country's most decorated side won three First Division titles and one of its four FA Cups.

Fast forward 70 years and Wolves are back among football's European elite, but this time we will compete as a sports and entertainment business across multiple brand verticals. As a challenger club, Wolves dare to be different, which is why creating world class propositions in esports, fashion and music are all part of our ambitious plans.

At Wolves, we don't simply look to the future, we seize it.

We take seriously our commitment to the safeguarding of children and adults at risk and to ensuring that Wolves is free from discrimination and harassment.

Job purpose

Stewards are deployed to assist in the safe operation of the ground before, during and after event.



Key responsibilities

- To be responsible for the safety and comfort of spectators within a designated area at all times.
- Attend the Stadium at given dates and times as directed by the Safety Officer.
- Attend pre-event briefing, and ensure all information is understood.
- To carry out safety checks.
- Do not leave the stadium after signing in until the end of your duties.
- Attend all training sessions required.
- Direct spectators to seating areas by checking tickets.
- Assist in the prevention of overcrowding by ensuring the crowd limits in various parts of the ground are complied with.
- Immediately report to a Supervisor, Manager or the Safety Officer incidences where spectators climbing fences and other structures or stand on seats, and seek the assistance of specialist stewards where necessary.
- Monitor the crowd throughout the ground for signs of distress or overcrowding and take action in accordance with standing instructions.
- Ensure that gangways and exit / evacuation routes are kept clear.
- Assist in the diversion of spectators to other parts of the ground including the closing of turnstiles when the capacity for any area is about to be reached.
- Identify any incidents or occurrences among spectators, reporting their findings to a Supervisor.
- Know the location of and be able to operate effectively the fire-fighting equipment at the ground.
- Know the location of the first aid room and any first aid equipment kept elsewhere in the Stadium.
- Be fully conversant with any methods or signals used to alert staff that an emergency has arisen.
- Be capable of recognising potential fire hazards and suspect packages, reporting such findings immediately to a Supervisor, Manager or the Safety Officer.
- Comply promptly with any instruction given in an emergency by the Safety Officer, Area Supervisor or a Police Officer.
- Remain at allocated post as instructed unless authorised or ordered to do otherwise by the Supervisor, Area Supervisor, the Safety Officer or a Police Officer.
- You may be required to be deployed to other areas, i.e. turnstiles/search or adjacent stands.
- Report to the Area Supervisor or Safety Officer any damage or defect which is likely to pose a threat to spectator safety e.g. a damaged seat or barrier.
- Assist as required in the evacuation of the ground.
- Maintain segregated areas all times.
- Report any issues promptly.



General responsibilities

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- Compliance with the Club's safeguarding policies
- To promote the Club's values
- To work consistently to embed equality & diversity into the Club
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct at all times

Safeguarding

- This role involves working with children and/or adults at risk in a Regulated Activity (or in close proximity to children and/or adults at risk). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding vulnerable people.

Key relationships

- This role requires working with the general public.
- This role will be reporting into the Stand Managers

Scope of job

- This role is casual work as a Steward in line with the training and practices provided as part of the Steward Induction.
- Available to attend a Company Induction, Role Specific Training and undertake online ACT Awareness Training.



Person Specification

Job Title: General Steward

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Desirable

- Awareness of safety and security
- Conversant with the methods or signals used to alert staff that an emergency has arisen
- Ability to recognise potential fire hazards

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential

- Able to communicate in a manner which is clear and concise
- Can follow instruction and training in the expectations of the steward role and standards as outlined in the Stewards Handbook

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

- Ability to remain calm under pressure
- Ability to identify a problem and resolve it in line with the training and guidance provided
- Maintain professional conduct at all times
- Ability to remain observant and vigilant at all times
- Understanding of how to work safely with children and/or adults at risk and uphold generally accepted practice when working with those participants
- Promote, adhere to and implement the Club's Equality Policy and to work consistently to embed equality and diversity within Club

Experience: proven record of experience in a particular field, profession or specialism.

Desirable

- Experience of working in a similar role previously
- Experience of working with customers/ members of the public previously.