



JOB DESCRIPTION

JOB TITLE:	General steward
DEPARTMENT:	Operations
REPORTS TO:	Stand managers/ Section Supervisor
LOCATION:	Molineux Stadium
HOURS:	Casual working hours
DATE:	19/06/2025

We are Wolves. English football's original innovators.

As a founding member of the Football League, we boast one of the richest histories in the beautiful game, shaping modern football while always staying true to our Old Gold roots.

A football club which represents a city built on grit and togetherness and one that is defined by ambition; from pioneering floodlit football to succeeding at the highest levels of the English and European game.

Always looking forward and determined in the face of challenge, bright in spirit and unified by the bond between players, staff and supporters, while remaining humble and grounded in the values of our Wolverhampton community.

At Wolves, we honour the past, while seizing the future.

We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all colleagues and volunteers to share this commitment. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children, young people and adults at risk

Job purpose

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

Key responsibilities

- Attend the Stadium at given dates and times as directed by 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.
- To be responsible for the safety and comfort of spectators within a designated area at all times.
- 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 incident or occurrence 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 of progressive, humble, determined, bright and unified
- 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

Equality, Diversity, and Inclusion

The post holder will demonstrate a strong commitment to equality, diversity, and inclusion, supporting the organisation's strategic aims to remove barriers and address inequality. You will play an active role in promoting an inclusive, discrimination-free environment that ensures fair access to opportunities and resources. This includes fostering a culture of dignity, respect, and belonging where everyone is empowered to contribute, perform, and reach their full potential.

Safeguarding Statement



We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all those associated with WWFC to share this commitment. This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children, young people and adults at risk.