

Blackburn Rovers currently have a vacancy for the following role:

- Safety Steward (Casual)

Would you like to be a part of a team ensuring the safety and well-being of all of our supporters from the time they enter the stadium until they depart? As a Safety Steward you will be expected to have or work towards an NVQ level 2 in Spectator Safety and be fully committed to carrying out your duties, whilst delivering service excellence by meeting and greeting fans with the friendly face of the Club.

You will be committed to delivering service excellence, have a can-do attitude and maintain the highest levels of professionalism. If you are immaculately presented, service driven, outgoing and friendly, can work weekends and evenings, then we want you to be a part of our match-day safety team for the 2019/2020 season.

General Responsibilities:

- Managing capacities and behaviour through proactive observation of, and interaction with, spectators and guests
- Assisting with queue management, ensuring good order in the allocated areas
- Ensuring effective close down of areas at specified time
- Monitoring spectators
- Reporting of unusual crowd dynamics
- Identifying and reporting any hazards and defects including suspect objects
- Keeping entrances, gangways and exits clear
- Observing and enforcing ground rules

Key Skills & Attributes:

- Good customer service skills
- An ability to communicate effectively with a wide variety of staff, guests, VIPs, and spectators
- Personal confidence, stamina and perseverance to deal with incidents when they arise
- Enthusiastic with a natural ability to relate to a wide range of people
- The initiative to work independently and the ability to work in a team
- Flexibility, empathy and commitment
- Self motivated
- Well organised
- Calm under pressure

As per the Green Guide, you must be 18 years or older to be considered for this position. Ideally you will already have an NVQ2 Spectator Safety / Customer Service or an SIA Licence but relevant experience will be considered in place of this. All applicants must be available to work weekends and evenings and commit to games throughout the full season.

For more information, please contact stewardsrecruitment@rovers.co.uk