



JOB OPPORTUNITY – STEWARDING SERVICES LEAD – Interim

Reporting to the Head of Operations, you will be responsible for organising all stewarding for all Nottingham Forest Football Club (“the Club”) fixtures and events at the City Ground and Training Ground, ensuring compliance with the General Safety Certificate for the Club issued by Nottinghamshire County Council under the Safety of Sports Grounds Act 1975 (as amended) and the Fire Safety and Safety of Places of Sport Act 1987.

Your duties will be to:

1. Recruit, interview and appoint casual matchday staff, ensuring correct right to work checks are carried out, work agreements are issued, and correct paperwork and documents are received by the Club.
2. Organize the stewarding for all Club events and fixtures, including but not limited to safety stewards, car park stewards, security staff (direct employees and contractors), first aid staff, fire safety stewards, turnstile operators, hospitality stewards, rotating where necessary, and prepare and provide area supervisors with staff lists and positions.
3. Organise all the weekly stewarding requirements for the Training Ground.
4. Ensure all matchday stewarding staff are correctly signed in, including third party contractors and any other security providers.
5. Be the central liaison person for matchday stewarding staff and deal with immediate issues or escalate to the Safety & Security Manager if appropriate.
6. Be the Matchday Safeguarding Officer and be a designated named person to undertake Safeguarding checks at the Club.
7. Undertake all matchday time and attendance administration, preparing all timesheets and paperwork for Payroll to ensure correct payment of staff and contractors.
8. Liaise with Payroll regarding any queries and deal with any reference requests for casual staff.
9. Set up and manage the turnstile monitoring system in preparation for matchdays on a game by game basis and provide post-match attendance figures and people flow reports for use internally and externally e.g. by the FA and EFL.
10. Maintain the steward database and personnel filing system and produce photo identification for all staff and individuals associated with the Club e.g. employees, scouts etc.
11. Deal with first line people management and employee relations issues and liaise with external stewarding training providers and arrange training sessions, so that all stewarding staff are fully trained and competent to perform at the highest level.
12. Maintain an inventory for all uniform and equipment issued to stewards, including radios, PPE clothing, etc. as and when required.
13. Arrange stewards for Away Match Coach travel
14. Manage the car park on non-Matchdays including organizing staffing levels, and deal with regular and ad hoc parking requests and requirements.





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You will have:

- Experience in a similar role involving coordinating and managing stewarding requirements for large events
- Experience in recruiting and first line management of staff
- Qualification in Stewarding / Spectator Safety or equivalent or be working towards qualification (desirable, not essential)
- Excellent administration skills, be very well organised, display excellent attention to detail and be able to prioritise and manage workload
- Highly developed problem-solving skills, resilience, and work well in pressurised and stressful situations
- Flexibility to deal with issues out of hours and at short notice
- Experience developing a culture of continuous improvement and be able to embed this ethos within your team
- A passion for fostering a team approach both within and between departments assisting others where appropriate
- Strong interpersonal skills with the ability to communicate confidently with the public, contractors, employees at all levels in & outside the Club
- Strong leadership and management skills and excellent decision-making skills.

Please note:

- This role is offered on an initial 3-month interim basis, after which the requirement and the scope will be reviewed.
- You will be required to work on all home match days and to work across all Club sites including the Stadium, Club offices and Training Ground, so a flexible approach to hours is required.
- A Disclosure and Barring Service Criminal Records Check may be required (CRC). Postholders will be asked about any previous convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

Application is via CV with a one page covering letter to jobs@nottinghamforest.co.uk

Closing Date: 6 March 2018

