



Grimsby Town Football Club / Grimsby Town Sports & Education Trust

Matchday Steward - Job Description

We don't just work for Grimsby Town Football Club — we *are* Grimsby Town Football Club. It's a remarkable story that began in 1878 and has continued uninterrupted ever since.

There is nothing bigger and nothing more powerful in uniting so many people — through purpose, passion and pride — than a football club. It's people's identity. It's their family; their heritage. It's where they belong. This is something that cannot be undone. The bond, ties and loyalty are forever. And by being here, we are part of the story.

This is no ordinary job. This is an extraordinary opportunity. We are more than staff, players, managers, coaches, analysts, physios, stewards and volunteers. We are friends, supporters, promoters, entertainers, role models and, in some cases, idols and legends. But we cannot be any of these things without each other.

None of us is bigger than all of us. Every day, we strive for better. We are a football club, but we're at the heart of something much bigger. A club formed from its community now has the power to define its community. We are today's authors of this black and white story.

This moment has been 143 years in the making. And the next chapter is in our hands. Together, we can achieve greater things. And to achieve greater things we need a great team, and this is where you come in.

Job Title	Matchday Steward
Line Manager	Facilities Manager and Safety Officer
Contract	Casual
Salary	£9.90 per hour
Holiday entitlement	20 days plus Bank Holidays (pro rata in accordance with hours)
Key internal relationships	Facilities Manager and Safety Officer, Match Day Supervisors, Duty Managers
Purpose of the job To play a vital role in the team which ensures the overall safety of all visitors at Blundell Park and to ensure compliance with Blundell Park Ground Regulations and the Safety Certificate.	

Main Roles & Responsibilities

- Assist the Club in the effective, safe customer friendly management of matchdays and event days at the Stadium
- Work in any area of the Stadium as directed by the Duty Officer
- Assist the Duty Officer and Supervisory Stewards in crowd safety management at the Stadium
- Ensure compliance with the terms of the Safety Certificate, Health and Safety Legislation and relevant Guides and Legislation
- Actively assist supporters in finding their seats within the Stadium
- Conduct searches of supporters as they enter the Stadium
- Enforce ground regulations
- Report breaches of the Club's Equal Opportunities and Diversity Policy using established Club processes
- Attend and respond to briefing and debriefing in relation to safety management and to report any matters of concern or interest to the Supervising Steward or via the completion of an incident form
- Enable events to take place in a safe and secure manner
- Ensure that all pre-event safety checks have been carried out in accordance with established procedures
- Recognise any unsafe crowd conditions, particularly over-crowding, and take appropriate action in accordance with established Club procedures
- Assist with enforcing lockdown or evacuation processes upon request of the control room
- Liaise with members of the emergency services on matters of the matchday operation
- Liaise with catering and cleaning contractors to ensure safe supporter friendly procedures are operating
- Manage any conflict that arises from enforcement of the ground regulations in a calm and professional manner, escalating issue to the Senior Steward as necessary
- Understanding and being responsible for implementing the Club's Security Policy
- Undertake internal and/or external training required for the role as directed by the Club
- Demonstrate commitment to Safeguarding by adhering to relevant policies, procedures and values relating to safeguarding children and adults at risk
- Support the Club's commitment to equality, diversity and inclusion

This is not intended to be exhaustive, there will be other responsibilities and deliverables that you will get involved in to successfully perform in your role and to evolve with the changing needs of the Club.

Knowledge & Experience

To be able to deliver this role you must be 18years of age or over. We'd want you as a minimum to be able to

- communicate in a clear and concise manner
- deliver and maintain excellent levels of customer service
- maintain a high level of attention to detail
- work to instructions under pressure
- use own initiative and work unsupervised
- work flexibly, including availability for Men's First Team Home matches, and other occasional events at Blundell Park (which will include evenings and weekends)

Additionally, we are looking for someone that would be

- Willing to obtain a Level 2 in Spectator Safety
- Willing to work in crowd management in a football environment

As we work with young people you will also be subject to a DBS check and have due regard for safeguarding and child protection policies, including the welfare of children and young people.

Club Vision and Values

All employees are expected to operate within and demonstrate a commitment to the Club's values at all times.

Our values are;

- Proud to be GTFC
 - It's a privilege to wear the badge and we do it with pride
- Trust in Town
 - We rely and depend on each other to do our best
- Stand up for the Mariners
 - We show courage and positivity in the face of new challenges
- One of Our Own
 - We treat each other like family
- Always Improving
 - We raise the standards in everything we do

B Corporation

Grimsby Town Football Club is currently working towards B Corp Certification. B Corp Certification is a designation that a business is meeting high standards of verified performance, accountability, and transparency on factors from employee benefits and charitable giving to supply chain practices and input materials. To achieve certification, a company must:

- Demonstrate high social and environmental performance by achieving a B Impact Assessment score of 80.
- Make a legal commitment by changing their corporate governance structure to be accountable to all stakeholders, not just shareholders, and achieve benefit corporation status.
- Exhibit transparency by allowing information about their performance measured against B Lab's standards to be publicly available on their B Corp profile on B Lab's website.

B Corp Certification is holistic, not exclusively focused on a single social or environmental issue. And the process to achieve and maintain certification is rigorous and requires engaging teams and departments across the whole organisation. All employees are expected to commit to the journey of achieving B Corporation Status.

Safeguarding Statement

Grimsby Town Football Club is committed to safeguarding the welfare of children and young people and expects all staff and Volunteers to endorse this commitment. This post requires a Standard Disclosure and Barring Service Check (DBS) as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared". Relevant information and / or documents will be distributed as part of the recruitment process.

Equality, Diversity and Inclusion

Grimsby Town Football Club's commitment to Equality, Diversity and Inclusion is to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy or maternity and to encourage equal opportunities (Protected Characteristics, Equality Act 2010).

Employees of Grimsby Town Football Club must ensure a positive commitment towards equality, diversity and inclusion by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.