



JOB DESCRIPTION

JOB INFORMATION

Job Title:	Disability Liaison Steward
Department:	Operations
Contract type	Zero Hour Contract
Salary	National Minimum Wage
Site:	Hillsborough
Working Hours:	Zero Hour Contract

POSITION IN THE ORGANISATION

Reports to:	Designated Safeguarding Officer
Responsible for:	Disabled Supporter Engagement

OVERALL PURPOSE OF JOB

- You will be responsible for ensuring that our fans have a safe and enjoyable Matchday Experience.
- You will assist with driving the strategy for the provision of inclusive, accessible facilities and services across the Club.
- Support Equality Diversity & Inclusion practices and procedures in-line with the SWFC EDI action plan.
- Promote safeguarding on matchday events, ensuring that any concerns are logged safely, securely and escalated through the CPOMS System, when necessary.
- Complete mandatory safeguarding and EDI training in line with Club, external Safeguarding and Welfare audits.

GENERAL DESCRIPTION – TASK RELATED

- Facilitate the safe entry and egress to the stadium for all supporters with disabilities and their personal assistants. providing a high visibility security presence.
- Be always accessible during the event for fans with disabilities and respond quickly to any requests for assistance.
- After the appropriate training, be fully aware of evacuation plans for your specific area of work and how to correctly operate any equipment that may be necessary to aid evacuation.
- Understand the Personal Emergency Evacuation Plans for fans with disabilities under your care.
- Have a caring and compassionate approach to fans with any disability placing their safety, wellbeing, and enjoyment of the event at the heart of everything you do.
- Deal appropriately and in confidence with personal sensitive information regarding supporters with disabilities who are in your care.
- Remain calm, displaying a high level of patience in in challenging circumstances.

Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: www.swfc.co.uk

Registered in England No. 02509978



- You will carry out duties at match's ensuring duties are carried out in a professional manner and that the events are safe and compliant.

Main responsibilities will include, but are not limited to:

- Deal with crowd disruptions (sometimes physical removals/extractions)
- Robust response when required.
- Body and Bag searches if required.
- Monitor crowd movements and behaviour to identify potential issues or incidents and to act to resolve as necessary.
- To ensure that the secured zones within the venue remain free of prohibited and restricted items.
- To follow protocol when dealing with alarms/incidents which require escalating to the next level.
- Ticket Checking.

QUALIFICATIONS:

Desirable:

- GCSE A - C English or equivalent functional skills.
- Level 2 Social Care and Health
- Experience in the care sector is desirable but not essential.

SKILLS & EXPERIENCE:

Essential:

- Excellent communication skills (written and verbal)
- Knowledge of Disability Legislation (such as Equality Act 2010)
- Knowledge of the importance of good customer service
- The ability to forge positive relationships with people and their families.
- The ability to work both alone and as part of a team.
- Well-presented
- A non-judgemental attitude regardless of a person's needs
- The ability to remain calm under pressure and when dealing with challenging situations.
- A high level of patience and emotional resilience.
- Reliable and flexible
- 18 years old or older (due to safety certificate)

Sheffield Wednesday Football Club (SWFC) is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. This post may be subject to a criminal record check or an enhanced DBS check.

SWFC is an Equal Opportunities and Disability Confident employer and welcomes applicants from all sectors of the community.

A shortlist of suitable applicants will be completed shortly after the closing date and successful candidates will be contacted about the interview process.

If you feel you have all the qualities and experience, please send all CV's and covering letter and the attached Application Form to vacancies@swfc.co.uk

Closing Date: 07.07.2023

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