



## JOB DESCRIPTION

JOB INFORMATION	
<b>Job Title:</b>	Chief Turnstile Operator
<b>Department:</b>	Operations
<b>Contract type</b>	Zero Hour Contract
<b>Salary</b>	TBC
<b>Site:</b>	Hillsborough
<b>Working Hours:</b>	Zero Hour Contract

POSITION IN THE ORGANISATION	
<b>Reports to:</b>	Safety Officer/DSO/ASO
<b>Responsible for:</b>	Matchday Turnstile Operations

OVERALL PURPOSE OF JOB
<p>You will be responsible for ensuring that our fans have a safe and enjoyable Matchday Experience.</p> <p>You will assist with driving the strategy for the provision of inclusive, accessible facilities and services across the Club.</p>

GENERAL DESCRIPTION – TASK RELATED
<ul style="list-style-type: none"><li>• Facilitate the safe entry and egress to the stadium for all supporters with disabilities and their personal assistants. providing a high visibility security presence.</li><li>• 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.</li><li>• 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.</li><li>• Deal appropriately and in confidence with personal sensitive information regarding supporters.</li><li>• Remain calm, displaying a high level of patience in in challenging circumstances.</li><li>• 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.</li><li>• Under the direct control of the Ground Safety Officer, the direction of all turnstile operations within the stadium</li><li>• To direct and liaise with supervisors ensuring that turnstile responsibilities are fulfilled.</li><li>• To attend all safety briefings, staff meetings and match day briefings and communicate to turnstile team where required.</li><li>• To ensure all incident cards are completed as and when incidents occur.</li><li>• To monitor the match day operations and advise Stadium Control accordingly.</li><li>• To oversee end of match reports.</li></ul>

### Sheffield Wednesday Football Club

Hillsborough, Sheffield, S6 1SW

Telephone: 03700 20 1867

Website: [www.swfc.co.uk](http://www.swfc.co.uk)

Registered in England No. 02509978



- **Main responsibilities will include, but are not limited to:**
- Deal with crowd disruptions (sometimes physical removals/extractions)
- Robust response when required.
- Monitor crowd movements and behaviour to identify potential issues or incidents and to act to resolve as necessary.
- To follow protocol when dealing with alarms/incidents which require escalating to the next level.
- Ticket Checking. To adhere to SWFC policies and procedures including the adherence to Safeguarding responsibilities and reporting of any incidents to the Line Manager or Club Designated Safeguarding Officer.
- To support a culture of equality where everyone is treated fairly and with respect.

#### QUALIFICATIONS:

##### Desirable:

- GCSE A - C English or equivalent functional skills.

#### 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 FC 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 to [vacancies@swfc.co.uk](mailto:vacancies@swfc.co.uk)

**Closing Date: 30.06.2023**

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