



Job Description

Post Title:	Matchday Operator
Responsible To:	Safety Officer/Senior Supervisors
Aim of Job:	<ul style="list-style-type: none">• To ensure a safe, secure and customer-friendly environment is maintained in your designated area at all times throughout the event.• To ensure all spectators are admitted in accordance with the ticketing policy specified for each fixture.• To provide an excellent service to home/away supporters by following the 'Wednesday Way' – being Professional, Proficient, Progressive• To facilitate the safe ingress, circulation and egress of supporters at the stadium.
Hours of Duty:	Two hours prior to kick-off. Stand down as directed by the Safety Officer

CRB Check Needed? YES

Duties

1. To be registered and ready for briefing two hours prior to the event commencing.
2. Ensure that you are correctly attired and in possession of your Operational Handbook and Incident Report Cards.
3. Read and familiarise yourself with the details of the Evacuation Procedures and Coded Messages contained in the Handbook.
4. Represent SWFC in a professional manner at all times.
5. To adhere to the club's policies and procedures and Code of Conduct
6. To adhere to safeguarding practices including the reporting of concerns to the Designated Safeguarding Officer or your Line Manager.
7. To represent a diverse culture that supports fairness in line with the club's values and behaviours and best practice.
8. Know the location of Stadium Control and familiarise yourself with its functions.
9. Know the location of the First Aid Room(s) in your allocated area and any first aid equipment elsewhere in the stadium.
10. Assist in the prevention of a pitch invasion.
11. Assist as required in the evacuation of the stadium.
12. Assist in the identification of spectators who are banned from the stadium or who do not possess tickets or present forged tickets.
13. To be aware of the precise location of the emergency telephones and ensure that all such phones in your allocated area are working. Report and record any defects to your Supervisor.
14. To be familiar with and understand the agreed Fire Procedure.
15. Inspect your allocated area prior to spectators being admitted and after spectators have left and report any hazards/damage etc. to your Supervisor.
16. Identify and investigate any incident or occurrence among spectators, reporting their findings to the Supervisor/Control/Safety Officer.
17. Ensure that all gangways, stairways, and exits are free and clear at all times.
18. Monitor concourses for spillages etc. and report to the Maintenance department.
19. Do not stand down until instructed to do so by the Safety Officer.
20. To provide an excellent service to all supporters.
21. To sign on duty, indicate your next availability for work and properly sign off duty when duties have been concluded.
22. To ensure that the area around the turnstile where deployed is clear of obstructions and operates freely. Any obstructions, hazards or found articles must be reported to the Stand Supervisor immediately.



23. To correctly operate the respective ticket scanning device.
24. To comply with any instruction given by the Stand Supervisor.
25. Additional duties as required.

Health & Safety at Work

You will be expected to contribute to the Health & Safety of the working environment in a personal capacity.

Personal Development

You will be expected to seek ways of updating and improving personal skills, knowledge and understanding relevant to your job role.

Whilst every endeavour has been made to outline all duties and responsibilities of this post, this document does not allow for every item to be specified in detail. Broad headings have therefore been used, but all the usually associated tasks and routines are included in this job description. Standards of competence for this post may be set at a future date.

You should not refuse to undertake work, which is not specified in this description, but you may wish to document it for any future appraisal.

The postholder will be required to observe Company policies and procedures, and to maintain confidentiality regarding information processed.

COMPETENCIES TO UNDERTAKE THE ROLE

Community and Customer Focus

Provides a high level of service to customers. Uses initiative to work out what they need and responds accordingly. Is aware of issues of diversity and understands and is sensitive to cultural and racial differences.

Effective Communication

Communicates needs, instructions and decisions clearly. Adapts the style of communications to meet the needs of the customer. Ask appropriate questions to check understanding.

Personal Responsibility

Takes personal responsibility for own actions and for resolving issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Problem Solving

Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

Resilience

Shows reliability and resilience in difficult circumstances. Remains calm and confident and responds logically and decisively in difficult situations.

Respect for Diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people. Treats people with dignity and respect at all times, no matter their background, status, circumstances or appearance.

Team Working

Works efficiently as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.



SPECIALIST SKILLS/ABILITIES AND KNOWLEDGE

ESSENTIAL	DESIRABLE
Has good knowledge of Ground Regulations, SWFC Contingency Plan, and deploys to achieve good operational results.	
An appropriate Level 2 qualification in crowd management as stated in the General Safety Certificate.	
Has achieved a good attendance record.	

Job Description

Fire Marshall

Post Title:	Fire Marshall
Responsible To:	Safety Officer/Senior Fire Officer
Aim of Job:	To ensure a safe, secure and customer-friendly environment is maintained in your designated area at all times throughout the event.
Hours of Duty:	Two hours prior to kick-off Stand down as directed by the Safety Officer

CRB Check Needed? YES

These operatives are not normally expected to be involved with searching or ejecting spectators or dealing with conflict.

The role is specific, and you will be expected to call on a Supervisor or Specialist Operative for assistance in dealing with breaches of Ground Regulations, searching or ejecting.

Duties

1. To be registered and ready for briefing two hours prior to the event commencing.
2. Ensure that you are correctly attired and in possession of your PPE, Operational Handbook, Incident Report Card and Check Lists.
3. Read and familiarise yourself with the details of the Evacuation Procedures and the Coded Messages contained in the Handbook.
4. Know the location of Stadium Control and familiarise yourself with its functions.
5. Know the location of the First Aid Room(s) in your allocated area and any first aid equipment elsewhere in the Stadium.
6. To be aware of the precise location of the emergency telephones and ensure that all such phones in your allocated area are in working order. Report and record any defects to the Senior Fire Officer.
7. To be familiar with and understand the agreed Fire Procedure.



8. Inspect your allocated area prior to spectators being admitted and after spectators have left and report any hazards/damage etc. to the Senior Fire Officer.
9. Ensure that all fire extinguishers in your area are in place, serviced and available for use.
10. Ensure that all exit gates are free of obstruction, unlocked and covered throughout the time the Stadium is open, and the respective routes are clear.
11. Check that all Fire Doors are closed correctly and not propped open.
12. Check that all Emergency Lighting is in good working order.
13. Ensure that all gangways, stairways and exits are free and clear at all times.
14. Monitor all catering outlets to ensure no build-up of rubbish.
15. Patrol constantly your allocated area for signs of fire or other potential hazards, this should include all rooms or spaces in, under or adjacent to your area.
16. In the event of Fireworks and Pyrotechnics being discovered outside/inside the Stadium, take control of the situation and deal with as per Club Policy.
17. Monitor concourses for spillage etc. and report to the Maintenance Department
18. Do not stand down until instructed to do so by the Senior Fire Officer.

Health & Safety at Work:

You will be expected to contribute to the Health & Safety of the working environment in a personal capacity.

Personal Development:

You will be expected to seek ways of updating and improving personal skills, knowledge and understanding relevant to your job role.

Whilst every endeavour has been made to outline all duties and responsibilities of this post, this document does not allow for every item to be specified in detail. Broad headings have therefore been used, but all the usually associated tasks and routines are included in this job description. Standards of competence for this post may be set at a future date.

You should not refuse to undertake work, which is not specified in this description, but you may wish to document it for any future appraisal.

The postholder will be required to observe company policies and procedures, and to maintain confidentiality regarding information processed.

Signed by the Postholder:

Signed by Supervisor:

Date:

Date:

COMPETENCIES TO UNDERTAKE THE ROLE

Community and Customer Focus

Provides a high level of service to customers. Uses initiative to work out what they need and responds to them. Is aware of issues of diversity and understands and is sensitive to cultural and racial differences.

Effective Communication

Communicates needs, instructions and decisions clearly. Adapts the style of communications to meet the needs of the customer. Ask appropriate questions to check understanding.

Personal Responsibility

Takes personal responsibility for own actions and for resolving issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.



Problem Solving

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Respect for Diversity

Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people. Treats people with dignity and respect at all times, no matter their background, status, circumstances or appearance.

Team Working

Works efficiently as a team member and helps build relationships within it. Actively helps and supports other to achieve team goals.

SPECIALIST SKILLS/ABILITIES AND KNOWLEDGE

ESSENTIAL	DESIRABLE
Has good knowledge of Ground Regulations, SWFC Contingency Plan, and uses to achieve good operational results	Relevant qualification, i.e. NCFE, NEBOSH or IOSH, Customer Service NVQ, Certificate in Management
An appropriate Level 2 qualification in Crowd Management as stated in the General Safety Certificate.	
Has achieved a good attendance record	
Ensure attendance of all future courses as required by SWFC Safety Officer	



DRESS CODE POLICY

General

All staff are required to comply with the Dress Code Policy, failure to adhere to the company's standard of dress and appearance may constitute misconduct and result in disciplinary proceedings. Managers are responsible for ensuring the Dress Code Policy is adhered to at all times.

All employees are supplied with an SWFC Identity Security Badge which must be visible when on duty. Staff are also issued a lanyard to display their security badge and must ensure they are secured to prevent them from being taken/lost. They should be regularly inspected to ensure they are visibly clean.

Uniforms must be worn in a clean and presentable fashion.

Matchday uniform consists of black polishable shoes (no trainers), black trousers (no jeans, combats or leggings) and a white shirt with collar and tie.

Only headscarves worn for religious purposes are permitted; these should be a plain dark colour without tassels or embroidery and tucked into the uniform. Other forms of head scarves i.e. snoods and normal scarves are not permitted for Health & Safety reasons.

Staff must **NOT** smoke or use e-cigarettes whilst in uniform or on SWFC premises.

Footwear

Footwear must be safe, sensible, in good order, smart and clean and have regard to Health and Safety considerations. Stiletto heels, sandals, flip flops and 'crocs' are not acceptable. Footwear should be smart, fully enclosed, soft soled and in black only. Other types of footwear are only allowed with an agreed time limit for health adjustment purposes.

Tattoos and Piercings

Visible tattoos are discouraged and where present should not be offensive to others, where they are deemed offensive, they must be appropriately covered.

Facial/body piercings (including tongue studs) are not permitted; staff are advised to remove studs or piercings before coming on duty. If studs/piercings are unable to be removed staff will be asked to cover with some kind of dressing.

Jewellery

Jewellery must be kept to a minimum; a single wedding ring or equivalent.

One pair of metal, gold or silver earrings, simple discreet stud earrings are permitted.

General Appearance

Hair should be neat and tidy at all times and be tied back and off the collar.

Beards should be short and neatly trimmed, unless this reflects the individual's religion where facial hair should be kept tidy.

Make up should be unobtrusive.

Nails must be clean and short.

A smart and clean appearance should always be presented.

This Policy is for ALL matchday staff regardless of their employment with SWFC (Agency, matchday or permanent)



Hillsborough Stadium Bag Policy

To help provide a safer environment for supporters entering Hillsborough, the club have implemented a Strict Bag Policy for all events at the stadium which will be 100% enforced.

All spectators and staff are prohibited from bringing any bag into the stadium unless it adheres to this Bag Policy. Non-approved bags and prohibited items will be refused. All items and bags must be less than 11.7 inches x 8.2 inches x 8.2 inches but are subject to search by security staff. All bags will be carefully inspected upon entry which could include a personal search or use of a 'wand'. Sheffield Wednesday reserve the right to refuse entry to any bags or items covered under Ground Regulations 7 and 8. – Please refer to EFL Ground Regulations.

If for any reason (medical or other) you require a bag that does not adhere to this policy, please contact the club on 03700 20 1867 (this must be done prior to the date of the fixture). Entry will be permitted subject to the terms set out by the Safety Officer and a search of the bag on the day.

Thank you for your cooperation and your contribution to providing a safer environment.

Please see below a list of non-approved bags.



*Any bag sized over A4 is automatically banned from the stadium.



Phonetic Alphabet

A – ALPHA
B – BRAVO
C – CHARLIE
D – DELTA
E – ECHO
F – FOXTROT
G – GOLF
H – HOTEL
I – INDIA
J – JULIET
K – KILO
L – LIMA
M – MIKE
N – NOVEMBER
O – OSCAR
P – PAPA
Q – QUEBEC
R – ROMEO
S – SIERRA
T – TANGO
U – UNIFORM
V – VICTOR
W – WHISKY
X – XRAY
Y – YANKEE
Z – ZULU



Radio Procedure

Radios are to be used for:

- Information
- Instruction
- Radios are not used for conversation
- There should be no swearing over the radio

Radios are issued to a position not a person. There is a need to communicate to key areas in an event. When booking out a radio you should check it is in working order prior to leaving the booking out area. Any faults should be recorded, and the radio removed from distribution.

If you are issued a radio, then you will also be allocated a 'call sign.' This must be used whenever you are speaking over the radio, so a clear identification of the user is possible. During the pre-event set-up a check on all call signs is made from the control room. The message is for a 'radio check' and the reply is 'receiving loud and clear' if there is a clear communication. If there is a problem, then the control room needs to be informed. Once all radio checks have been completed, the Safety Officer will be informed. This will take place prior to doors.

Messages

- All radio messages must be sent with calmness, clarity and speed
- Short sentences
- Ensure radio control are ready to receive
- Never swear
- Always use your prefix

Radio Communication

Effective, clear, and concise radio communications during any event is critical to SWFC's operation and success of the event. Radios are not used for conversation but for passing and receiving vital information and instructions in a professional and business-like manner. Therefore, understanding the key elements of radio procedures is important for all staff in radio communication.

A 'Sit Rep' or Situation Report as they are correctly known is simply an update on what is happening in a specific location of a venue. It could be the number of people passing through a gate during a specified time period or the number of people waiting outside a venue.

Confidentially Policy – you must never discuss anything that you have heard/witnessed

Code words – to ensure discretion and avoid unnecessary panic to the audience there will be code words used to describe specific situations such as fire, bombs, lost children, drugs, etc. These will differ from one venue to another so you must make sure you have the correct list. Code words must be used at all times.

MESSAGE	MEANING
Send your message	Say what you need to say
Received	Message heard and understood
Wait Out	I am dealing with something but will get back to you shortly
Stand by	I will find that out and come back to you
Out to you	I have finished with you, but I want to talk to someone else, so do not interrupt



Priority/urgent message	Be quiet, my message is more important than yours
Maintain Radio Silence	An Incident is in progress and I require immediate use of the radio at all times. Only transmit if urgent.
Resume normal radio procedures	Incident is over, go back to using radios as normal

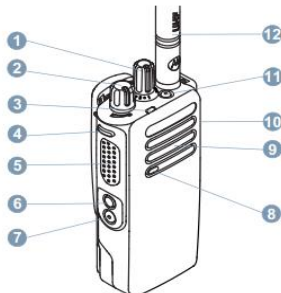
The police in the UK began to classify arrests in racial groups in 1975, but later replaced the race code with an Identity Code (IC) system

- IC1 - White person
- IC2 - Mediterranean person
- IC3 - African/Caribbean person
- IC4 - Indian, Nepalese, Pakistani, Maldivian, Sri Lankan, Bangladeshi, or any other (South) Asian person
- IC5 - Chinese, Japanese or South-East Asian person
- IC6 - Arabic, Egyptian or Maghreb person
- IC0 - Origin unknown (sometimes used as IC7)

The Equipment

Identifying Radio Controls

Radio Controls



- 6 Side Button 2^[1]
- 7 Side Button 3^[1]
- 8 Microphone
- 9 Speaker
- 10 Universal Connector for Accessories
- 11 Emergency Button^[1]
- 12 Antenna

- 1 Channel Selector Knob
- 2 On/Off/Volume Control Knob
- 3 LED Indicator
- 4 Side Button 1^[1]
- 5 Push-to-Talk (PTT) Button

¹ These buttons are programmable.

Note: This is one version of a radio, you may deal with different ones at different events. Ensure you are familiar with how to work the radio and if you are unsure, ask your Supervisor.

Distribution of radios

When distributing your radios before an event it would be wise to assign each radio to an individual (a unique serial number is on the front of each radio) and tell them what channel to use.

Removing the battery

On the bottom of the radio is a latch that needs pulling up to enable you to slide the battery down and off.



To reattach the battery, place it three quarters of the way up the radio and push up.

Turning on the radio

Turn the on/off volume control clockwise, adjust the volume to a comfortable listening level. Set the channel switch to the desired position. The radio is now set to make and receive calls.

NOTE: When using an audio accessory (headset/earpiece) ensure the radio is turned OFF before connecting. Connect the accessory and turn on the radio. The radio will detect the accessory and reroute the audio accordingly. Failure to do this could result in the accessory not functioning correctly.

To make and receive a call

Press the **PTT Button** and speak clearly from 5-8 cm into the **microphone** (or the microphone on your headset). When a call is being made you should wait until the person who initiated the call stops talking or says 'over' before pressing your **PTT Button**. While the channel is busy not only should you hear it but also you will see the **LED** flashing green.

NOTE: When using a radio there is a slight delay before transmitting. Please allow about half a second after pressing the **PTT Button** before you speak.

Safety Information

During normal use this radio will subject you to radio energy substantially below the level where any harm is reported.

- **Do Not** operate the radio without an antenna or with any other type of antenna than that you were supplied
- **Do Not** hold the radio with the antenna very close to or touching exposed parts of the body, especially the eyes or face while transmitting. The radio will perform best if the Microphone is 5-8cm away from the mouth and the radio is vertical
- **Do Not** hold the PTT Button in when not actually wishing to transmit or repeatedly press it for no reason
- **Do Not** allow any children to play with any radio equipment that contains a transmitter
- **Do Not** operate the radio with a headset or any other audio accessory at high volume levels

General Radio Care

Please avoid physical abuse to the radio such as carrying it by the antenna, try to avoid exposing the radio to water such as rain and drinks.

If you are not using your earpiece, please replace the dust cover over the accessory adaptor.

When the battery on your radio is low, the radio will begin making a noise. Please ensure that you know what this noise sounds like as you will need to replace the battery before it runs out, which may mean you miss vital information. When you hear the low battery noise, start planning your movement back to where your radio was handed out. Ensure your position is being covered before you walk off.

Radio Etiquette and Sending Messages

Important things to remember:

- Keep messages short
- We do not need to know about breaks



- We do not need to know about staff issues
- You are transmitting to every person with a radio



EJECTION POLICY.

IF YOU SUSPECT THAT AN EJECTION IS NECESSARY, YOU MUST INFORM STADIUM CONTROL AND THE SAFETY OFFICER.

1. Speak to the individual(s) in a courteous manner advising them of relative ground regulations and request that they refrain from their current actions and advise them of the consequences if they should continue.
2. Advise Stadium Control and have the situation logged.
3. If the problem continues and the decision is taken to eject, after consultation with the Safety Officer, ask for the CCTV cameras to be moved to your position where possible.
4. Consideration should be given to the problems associated with the ejection, e.g.
 - a. Disturbance to other spectators.
 - b. Accessibility to the culprit(s).
 - c. Conduct of person(s) associated with culprit(s).
 - d. Consultation with the police.

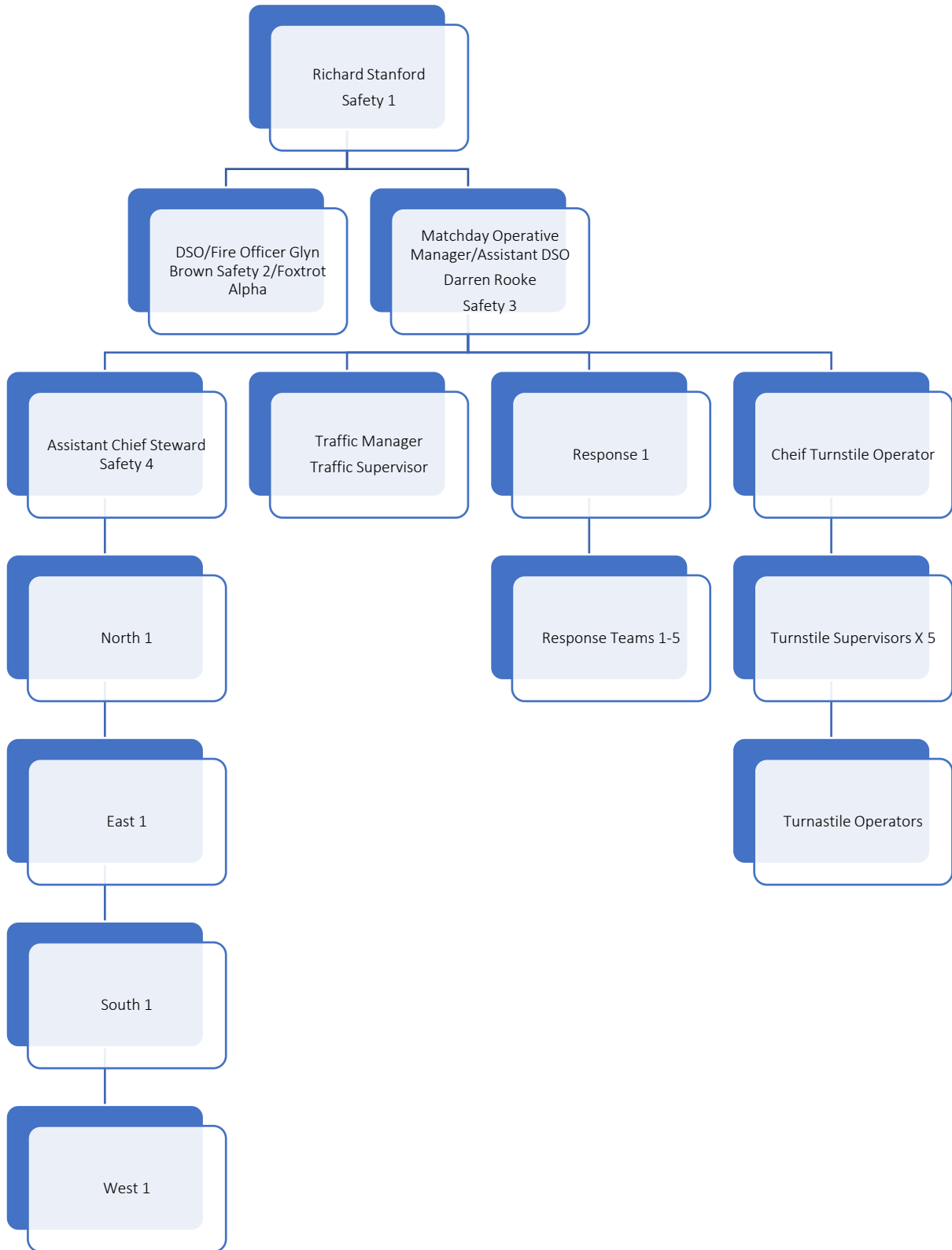
It may be prudent to undertake the ejection at either halftime or fulltime when the culprit(s) leave their seat(s).

5. No ejection should be undertaken alone – at least two people should assess the issue.
6. When the ejection is undertaken, an attempt should be made to attain the following information:
 - a. Row and Seat number.
 - b. Details of individual(s) season ticket(s) or matchday ticket(s).
 - c. Photograph from CCTV.
7. It is essential that at all times, the individual(s) are treated with respect and ensure that there are factual reasons for the action taken.

This is a difficult job, undertaken in difficult circumstances. Do not be afraid to ask for help and assurance.



Key Roles





Matchday Operative - Key Information

Booking Shifts

All matchday shifts will be posted on Microsoft Forms.

Once we have received confirmation that you are eligible to start, you will receive an Email with the Link specific to each job available.

Once you have booked onto a shift it is automatically confirmed.

Any additional shifts will be sent out via e-mail from swfc.steward@swfc.co.uk

Where to go

Our match day staff check-in area is located near the West Stand via Exit Gate 6, which is on Leppings Lane.

Payroll

You will be paid on the last working day of each month, will be the middle of the month.

Pay dates will be advised once you complete the shift.

To be paid correctly please ensure that you always sign in and out of your shift.

Contact Information

Matchday Operatives Contact Details:

Email: swfc.steward@swfc.co.uk

Phone: 0114 324 0526

Phone: 07775 660 521

Payroll Contact Details:

Email: payrollenquiries@swfc.co.uk

Phone: 03700 20 1867