

JOB DESCRIPTION

# TURNSTILE OPERATOR



Responsible to

**Turnstile Supervisor** 

#### Main Purpose of the Role

- 1 To support, as far as reasonably practicable, the Safety Officer and Stewards in their efforts to ensure the safety of all spectators, officials, players, performers and staff attending any event held at the Stadium in accordance with the requirements of the Kirklees Stadium Development Ltd Safety Policy, the Safety Certificate and any relevant and applicable legislation.
- 2 To ensure all spectators are admitted in accordance with the ticketing policy specified or each particular event.
- 3 To undertake the instructions of the Turnstile Supervisor, Safety Officer, his/her Deputy, Finance Manager or Event Administration Manager.

#### Key Duties and Responsibilities

- 1 To attend the event briefing as given by the Safety Officer or his/her Deputy and to understand the ticketing arrangements for each event.
- 2 To properly sign on duty, indicate their next availability for work and properly sign off duty when their duties have been concluded.
- 3 If working at a cash turnstile, ensure there is sufficient float money available to them.
- 4 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 Safety Officer immediately.
- 5 To work with Safety Stewards on duty at turnstiles to prevent those persons refused entry for any reason from gaining access to the Stadium.
- 6 Where necessary, inform the Safety Officer or his/her Deputy of any incident;-
  - affecting the safe and effective stewarding of the event
  - involving any injury to anyone including spectators or staff members
  - of a significant nature which could affect the safe running of any event
  - of a significant nature involving the potential for crowd disorder

- 7 To take all reasonable steps to prevent any cash taken at a turnstile from being stolen or lost.
- 8 Attend the required cash counting procedures and reconcile crowd attendance figures with the Turnstile Supervisor.
- 9 To comply with any instruction given by the Safety Officer to close a turnstile if required to do so.
- 10 To know and understand the Evacuation Messages and procedures and be able to participate in, and support, a safe evacuation of the Stadium if required to do so.
- 11 To attend training, meetings and conferences as required.

#### Knowledge, Experience and Skills

#### Knowledge -

- 1 To be aware of the contents and relevance of the Safety Certificate, the Stadium Ground Regulations, relevant legislation relating to sporting events, the function of the Licensing Authorities and contents of the KSDL Policies and Procedures hand book.
- 2 To have a working knowledge of the geographical layout of the stadium, in particular its exit and entry routes and to know the emergency evacuation messages as relevant to all areas of the Stadium.
- 3 Must be aware of KSDL HR policies and procedures
- 4 To know of the standard operating procedures for all turnstiles including the computerised crowd counting and access control systems utilised at turnstiles.

### Experience -

Previous experience as a Turnstile Operator is preferable but not essential.

Experience of cash handling is required.

#### Skills –

- 1 Must be able to communicate calmly and effectively with colleagues, Turnstile Supervisor, Safety Officer and his/her Deputy when under duress.
- 2 Must be able to communicate with spectators at all levels at all times, particularly under hostile and challenging circumstances.
- 3 Must have good people management skills.

4 To be able to use an emergency telephone correctly.

## **Qualifications**

GCSE Maths and English.

This job description is not exhaustive. The post holder will be required to perform any other reasonable duties as required within the scope, spirit and purpose of the job, the title of the post and its grading as requested by their Manager.

September 2011