



JOB DESCRIPTION

CAR PARK STEWARD



Responsible to: Car Park Supervisor

Main Purpose of the Role

- 1 To ensure, as far as reasonably practicable, 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 provide safe and secure parking facilities for spectators attending events at the Stadium and other site users.
- 3 To undertake the instructions of the Car Park Supervisor, the Safety Officer or his/her Deputy.

Key Duties and Responsibilities

- 1 To ensure they report for duty on time, adhere to the Stadium dress code, sign on correctly, attend pre-match briefing by the Safety Officer or his/her Deputy and receive a position at which they are required to work for that event.
- 2 To ensure that safety checks of the car parks are made prior to the Stadium opening to the public, especially concerning (but not solely) emergency exit routes, temporary structures erected for televised matches and clearing all areas where items which could be used as missiles are found. Any concerns must be referred to the Safety Officer without delay.
- 3 Where required, to manage the available tickets for sale on car parks at the Stadium and to reconcile the cash received.
- 4 To ensure that only spectators and staff who are entitled to park on the Stadium site do so.
- 5 Where required, to receive visitors coaches on to the Stadium site and direct spectators to the appropriate area.
- 6 To liaise with the Car Park Supervisor, Safety Officer or his/her Deputy, undertaking directions given by them.

- 7 To create and maintain a good customer focused relationship with spectators, and other site users, whilst at all times retaining the ability to manage hostile or potentially hostile groups and/or individuals.
- 8 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.
- 9 Inform the Car Park Supervisor, 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
- 10 Place a hold on traffic at the conclusion of any event when directed to do so by the Safety Officer.
- 11 To facilitate access by emergency personnel and their vehicles when attending on the Stadium site.
- 12 To attend training, meetings and conferences as required.

Knowledge, Experience and Skills

Knowledge –

- 1 To understand the impact 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 be aware of and understand the location, role and function of each member of the matchday staff in his/her area of responsibility.
- 3 To develop an excellent knowledge of the geographical layout of the Stadium, in particular its exit and entry routes and to know the emergency evacuation procedures as relevant to all areas of the Stadium.
- 4 Must be aware of KSDL HR policies and procedures.

Experience -

Previous experience of working on car parks at sporting events is preferable but not essential as training will be provided.

Skills –

- 1 Must be able to communicate calmly and effectively with colleagues, the Car Park Supervisor, the 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 be capable of reconciling cash sales values.
- 4 To be able to provide basic emergency first aid.

Qualifications

Must be capable of achieving NVQ Level 2 in Spectator Safety if required to do so.

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