



Job Description: Matchday Steward

Position Title: Matchday Steward

Location: Yeovil Town Football Club Huish Park

Reports To: Safety Officer

Job Overview: The Football Club Steward plays a key role in ensuring the safety, security, and enjoyment of fans attending matches and events at the stadium. The steward provides excellent customer service, enforces stadium policies, and assists with crowd control and emergency procedures to maintain a safe and enjoyable environment for everyone.

Key Responsibilities:

1. Fan Safety & Security:

- Ensure the safety and security of all spectators, players, staff, and other personnel within the stadium.
- Perform regular crowd checks and monitor spectator behaviour to prevent disorderly conduct.
- Enforce stadium policies, including the prohibition of banned items (e.g., pyrotechnics, alcohol, dangerous objects).
- Respond to and manage any incidents or emergencies, following established protocols for crowd evacuation, first aid, and safety procedures.

2. Customer Service:

- Greet fans upon arrival, assist with seating arrangements, and provide clear directions to facilities (e.g., restrooms, exits, refreshment stands).
- Answer enquiries regarding match schedules, stadium amenities, and other relevant information.
- Resolve any customer complaints or issues in a professional and courteous manner.

3. Crowd Control:

- Monitor crowd behaviour to ensure compliance with club policies, licencing act , ground regulations and local laws.
- Prevent overcrowding in specific areas and ensure the safe flow of spectators within the stadium.
- Assist in directing fans during entry and exit to avoid congestion, particularly during peak times (before, during, and after matches).

4. Emergency Preparedness:

- Be familiar with the stadium's emergency response plan and assist in emergency evacuations, if necessary.
- Respond promptly to any accidents, medical situations, or other emergencies, coordinating with security personnel and medical staff.

5. Event Support:

- Assist with the setup and breakdown of match-day operations (e.g., preparing seating areas, checking safety barriers, ensuring exits are clear).

- Provide support during halftime or other event intervals, managing the flow of fans and directing them to relevant facilities or areas of interest.
- 6. **Reporting:**
 - Record and report any incidents, accidents, or unusual activity during the event to the relevant authorities or event supervisors.
 - Complete any necessary paperwork after matches or events, including incident reports and attendance records.

Skills and Qualifications:

- **Experience:** Prior experience in crowd management, customer service, or security is beneficial, though not essential.
- **Customer Service Skills:** Strong communication skills, with the ability to handle difficult situations calmly and professionally.
- **Physical Fitness:** Ability to stand for long periods, move quickly, and assist in crowd control when needed.
- **Knowledge of Health & Safety:** Basic understanding of safety protocols, emergency procedures, and stadium regulations.
- **Team Player:** Ability to work well in a team environment and collaborate with other staff, security, and event management.
- **Attention to Detail:** Ability to spot potential safety hazards and act quickly to resolve them.
- **Flexibility:** Availability to work weekends, evenings, and public holidays, as well as during match days and other events.

Additional Requirements:

- **Uniform:** The steward will be required to wear white shirt, black trousers and sturdy black footwear, which must be always kept neat and presentable.
- **Certification:** Basic first aid certification or crowd control training (NVQ2 in Spectator Safety) advantageous
- **Background Check:** Due to the nature of the position, a background check may be required.

Working Hours: Match days, events, and additional operational hours as needed.

About

Yeovil Town Football Club is a professional association football club based in the town of Yeovil in Somerset, England. The team competes in the National League, the fifth level of the English football league system, after winning the 2023–24 National League South title. The club's home ground is Huish Park, built in 1990 on the site of an old army camp. That stadium is named after their former home, Huish, known for its pitch, which had an 8 feet (2.4 m) sideline to sideline slope. The club's nickname "the Glovers" is a reference to the history of glove-making in the town of Yeovil, which became a centre of the industry during the 18th and 19th centuries.

This job description provides a general overview of the responsibilities and requirements for the Matchday Steward role. It may evolve over time depending on the specific needs of the club and its events.