



JOB DESCRIPTION

JOB TITLE: Safety Officer

LINE MANAGER: General Operations Manager

MAIN PURPOSE:

Overall management, leadership, and development of matchday safety operation including preparation and close liaison with other departments with regards to the co-ordination of match day activities.

To provide Health & Safety advice and training where necessary and to ensure compliance with all Health & Safety laws and regulations across all of the Clubs premises.

HOURS: Part-Time to be discussed at interview

REMUNERATION: Commensurate with skills and experience

RESPONSIBILITIES:

Health & Safety

The Safety Officer's core Health & Safety responsibilities are as follows:

- Liaise with the Club's appointed Health & Safety consultants and relevant agencies such as Police, Fire Service, Ambulance Service, St John and Local Council, SAG etc
- To ensure compliance with the Club's General Safety Certificate and all relevant laws and regulations
- Shall oversee the day to day Health & Safety procedures with the Club, advising staff on best practice and developing the Club's, Policy Statement to include basic procedures
- To undertake risk assessments across all Club premises as required
- Work with Heads of departments to implement any relevant H&S training for staff
- To maintain a full record of all Health & Safety issues
- Ensure safety & risks are considered within all projects
- Carryout a basic induction to new members of staff on the match day and non-match day procedures in the event of fire and general safety
- Take an active leading role in safety & risk management (S&R) and assist in the Fire Risk Assessment survey of the stadium.

Matchday Duties

To act as Safety Officer at any event held at LTFC overseeing and co-ordinating the operations within the Stadium to ensure the smooth operation of the event to the satisfaction of the Police Match Commander and ensuring compliance with the Club's General Safety Certificate (GSC) issued by the Council. Specific Duties include but are not limited to the following:

- Carry out a Pre-match “walk” round inspection of the stadium to ensure checks are carried out in line with requirements of the GSC and ensure safety systems such as CCTV, Public Address are operational and club radios are charged
- Prepare Steward/Staff briefing notes for distribution following liaison with Police earlier in the week
- Attend pre-match Safety Management briefing with Club Secretary, Deputy Safety Officer, Chief Steward and Senior Stewards, and Police (if present) to discuss any final matchday arrangements
- Ensure adequate Stewards are present and they are correctly briefed in relation to their position, role, and responsibility
- Liaise with Ambulance Service and First Aiders re medical cover for both crowd and players
- Authorise gate opening when adequate Stewards, Police, and medical cover in stadium
- To meet and brief the Referee and match officials together with Senior Police Officer (if present), on the safety procedures of the day, including safety practices in the event of an incident during the event. 1400hrs on Saturdays; 18.45hrs at evening matches. Aide memoire in ‘Operations Manual’
- Ensure all required records and documents are taken to the Control Centre and are available in an emergency
- Be present in Control Centre throughout the event liaising with Police Commander (if present). Maintain liaison throughout day with Club Secretary
- Be main point of contact for any escalated complaints from spectators specific to the match day safety and stewarding operation
- At conclusion of event, ensure all relevant information is collated for match day files
- At the end of the event, conduct a de-brief with Police Commander (if present), Club Secretary, Deputy Safety Officer, Chief and Deputy Chief Steward and Control Centre staff to discuss any issues arising or relevant to the event.

Post Match (Non Matchday)

In relation to Football Matches the Safety Officer shall be responsible for the following:

- Analyse post match documentation noting and addressing any issues raised by steward supervisors and calculate Stewarding levels needed for the following three matches, both LTFC and agency Stewards
- Deal with any complaints arising from match days specific to the match day safety and stewarding operation
- Attendance at post match debrief meeting with Club Secretary, Finance Director, Commercial Manager, Stadium Manager, Catering Manager.

Pre-Match (Non Matchday)

- Liaise with the Police, Stewarding Agency, Fire Service, Ambulance Service, First Aiders, and Council Representatives regarding match and event arrangements
- Attend home pre-match meetings with the Police and Club Secretary to discuss the match day arrangements, and where deemed necessary, the Safety Officer should also attend the pre-match meetings for away matches where it is deemed that there is the likelihood of a problem with other supporters
- Make contact with the Safety Officer or officials of other Clubs in relation to visiting supporters coming to our stadium, and to be reciprocal with our travelling supporters going to away matches. Exchange information gathered with Police Football Intelligence Officer, and any other relevant information re supporters travelling, i.e. Numbers, Coaches etc
- Where necessary liaise with TV Broadcasters on matters relating to coverage of events at the Stadium to ensure continuation and development of the Club’s media relations whilst ensuring that the Broadcaster operates in the Stadium in a safe and professional manner
- Close consultation with the Police and especially the Football Intelligence Team to exchange information on trouble makers and those who breach the Club’s Ground Rules and Regulations which could lead to the individuals being banned from the Stadium, in line with the Protocol

- Agreement that is in place. In addition to this the tackling of anti-social behaviour, such as excessive foul language, racial or religious abuse should be treated with a high priority
- Based on the entire information gathered pre match, conduct various pre match risk assessments.

Other responsibilities

- Assist in the audit process of the Stadium Safety and Security Plans making amendments to specific policy documents to suit the development of the Stadium and changes in Legislation
- To actively contribute to the development of systems that would enhance management information and control
- To attend all Safety Advisory Group Meetings, and respond to any requests for information from the SAG in a timely and accurate manner
- Be responsible for arranging training as necessary, and oversee the continual recruitment and training of LTFC Casual stewards
- Be the point of contact for any safety issues
- To Assist the Club Secretary, Finance Director and General Operations Manager, in the control of the related costs and budgets associated with Match day Costs, including Safety Management, Stewards, Security, Police, and Paramedics.

PERSON SPECIFICATION:

- Be fully conversant with the requirements of the Green Guide for Safety at Sports Ground
- Maintain full membership of the Football Safety Officer Association and attend any safety related courses
- Relevant Health & Safety Training certifications
- Hold NVQ Level 4 in Spectator Safety
- Be an experienced Manager with a proven knowledge of safety issues in relevant sporting venues
- Have the ability to implement and manage safety procedures at all levels.
- Have experience working with large numbers of spectators/personnel
- Have the ability to exceed supporter/customer expectation whilst operating within a budget
- Be a good communicator – written and oral skills, good judgement, confident, persuasive, approachable, dependable, uses initiative, professional
- Have excellent planning, organisational skills, time management skills
- Have customer facing experience and possess a natural aptitude in assisting people
- Have a friendly, positive ‘can do’ and courteous attitude
- Be fully IT literate, including proficiency in Microsoft Office.

SAFEGUARDING STATEMENT

Safeguarding Statement Luton Town FC is committed to safeguarding the welfare of children and young people and expects all employees and volunteers to endorse this commitment. This post requires Enhanced Criminal Records Checks and may include checks against the Barred Lists, as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore, all convictions including spent convictions that have not been subject to filtering by the DBS should be declared. Relevant information and / or documents will be distributed as part of the recruitment process.

EQUALITY STATEMENT

The employee must at all time carry out their duties with due regard to Luton Town FC policies and procedures. The employee must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders. The employee must contribute to encouraging equality and respecting diversity by embedding such values in the workplace and challenging inappropriate behaviour and processes