

Safety Steward – Job Description

SU PURPOSE: To represent, support and enhance the lives of University of Sheffield students.

DEPARTMENT: Security

DEPT PURPOSE: To help the Students' Union achieve its goals through the provision of space that inspires in a building that is safe and comfortable for all users with facilities that support a wide variety of activities; operational, commercial and student-led.

JOB TITLE: Safety Steward

REPORTING TO: Security Manager

DIRECT REPORTS: None

PURPOSE OF ROLE: To provide a friendly presence in order to guarantee the safety and well-being of our customers and staff, enhancing their experience of our venues

- IN PARTICULAR:**
1. Monitoring crowd safety, security and wellbeing
 2. Reporting any incidents in a timely and accurate manner
 3. General duties as required.

	MAIN RESPONSIBILITIES	KEY RESULT AREAS
1.	Working as a Safety Steward	
	a) To manage and observe the Health and Safety of customers gaining entry, during and immediately post-event at the SU and to provide a positive Customer Service presence	<ul style="list-style-type: none"> · Venues operate safely · SEED (customer service) principles upheld
	b) To monitor crowd activity and report any issues in a timely manner.	<ul style="list-style-type: none"> · Safer working environment
	a) To secure fire doors and exits during events, and to deal with any problems as designated by the Event Supervisors or Security Manager	<ul style="list-style-type: none"> · Venues operate safely
	b) To provide stewarding for front-of-house, stage areas during events, artists, or bands.	<ul style="list-style-type: none"> · Crime and trouble free environment
	c) To be available to attend both initial training sessions and subsequent update sessions. These update sessions will consist of informal discussions together with ongoing evaluation, with an emphasis on customer care and service.	<ul style="list-style-type: none"> · licensing authority compliance · SEED (customer service) principles upheld · Minimal complaints received
	d) To be available for work on either Friday or Saturday evenings/nights, during University term-time.	<ul style="list-style-type: none"> · Events fully staffed by in house employees

	e) To work in compliance with the SU's Staff Handbook, Health & Safety Code of Practice, and relevant legislation covering licensing, fire regulations, etc.	· Safe working environment
2.	General Duties	
	a) Maximise the potential of effective internal communication.	<ul style="list-style-type: none"> • Appropriate channels and targeted messaging is used to engage with the variety of audiences.
	b) Contribute to the positive image of SSU with students, University, other stakeholders and staff.	<ul style="list-style-type: none"> • High satisfaction responses to surveys, NPS, awards etc.
	c) Work with colleagues to ensure a full effective service is provided at all times; provide cover as necessary.	<ul style="list-style-type: none"> • Maximum availability of services. • Embrace the culture of SSU and its values.
	d) Ensure personal knowledge and skills are updated to ensure effectiveness in meeting work objectives.	<ul style="list-style-type: none"> • Evidence of attendance at training events, seminars, conferences etc. • Embrace change and development in a positive manner.
	e) Is committed to promoting equality, diversity and inclusion, health and safety and sustainability issues.	<ul style="list-style-type: none"> • Evidence of embracing these areas in a positive manner.
	f) Such other duties as may be reasonably prescribed by SSU, appropriate to the grade and responsibilities of this post.	<ul style="list-style-type: none"> • Embrace all opportunities in a positive manner. • Willing to use new methods and approaches. • Enthusiastic towards changing circumstances. • Staff behaviours are demonstrated.

Staff Behaviours

The following behaviours have been developed in line with our organisational strategy for staff to aspire to, and be measured against, as part of their annual performance review and ongoing development:

- Delivers service excellence
- Communicates effectively and works as a collaborative team
- Builds strong working relationships
- Demonstrates social responsibility, recognises ethical and environmental working and complies with legal requirements
- Creates and maintains a 'can do' culture
- Demonstrates financial awareness and optimises the use of resources
- Demonstrates creativity and innovation
- Demonstrates effective decision-making and problem-solving

PERSON SPECIFICATION

KEY: A = Application Form; I = Interview; R = References; X = Exercise; E = Essential; D = Desirable

	CRITERIA	E / D	Assessed Via
General Skills:	Ability to work confidently under pressure, during emergency situations	E	
	Good communication skills being both assertive, tactful and diplomatic	E	
	Ability to work, both on your own and as part of the team	E	
	Ability to follow instructions	E	
	Understands student led environment	D	
Experience:	Have experience of working as SIA licensed door supervisor or similar	E	
	Worked in a multi-venue security environment	D	
	Have experience of managing conflict	D	
Attitude:	Commitment to work in line with our Staff Behaviours and in line with our Service Excellence standards (SEED).	E	
	Is willing to work flexibly.	E	
	Displays a positive 'can do' attitude.	E	
	Commitment to work in line with our Staff Behaviours , Management and leadership framework (SHAPE) and in line with our Service Excellence standards (SEED).	E	
	Is able to embrace change, encourage flexibility within the team and is realistic in their approach to work.	E	
Qualifications / Training:	Must hold a current and valid SIA Door Supervisor licence	E	
	Must hold (or be prepared to undertake training) a HSE approved first aid a work certificate	E	
	Customer service qualification	D	
	Be prepared to undertake any further training as is required for the position	E	
	Basic computer knowledge	D	
	Manual handling qualification	D	

