Job Description

Position: Safety Steward
Location: Southend United Football Club, Roots Hall Stadium, Southend on Sea.
Reports to: Safety Officer
Contract Type: Casual

About Southend United

Southend United Football Club is a historic club with a strong community identity and an ambitious long-term vision. Following a period of stabilisation, the Club is focused on delivering high-quality matchday operations, strengthening its non-football infrastructure, and creating a safe, welcoming environment for supporters, staff and stakeholders.

Role Overview

To support the safe and secure delivery of all matches and events at Roots Hall in accordance with the Guide to Safety at Sports Grounds (Green Guide), the General Safety Certificate, and the Club's Spectator Safety Policy. This role is casual and includes weekend and evenings, the candidate must be flexible and able to commit to fixtures in the 2026/27 season.

Key Responsibilities

- Provide excellent customer service to spectators on matchdays,
- Monitor crowds throughout the stadium for distress or overcrowding and follow necessary procedures where needed.
- Ensure all spectators are adhering to the ground regulations and policies of the club.
- Ensure emergency exits and gangways are always kept clear.
- Identify and investigate any incident or occurrence among spectators and report findings to their supervisor.
- Familiarisation of safety equipment and how to use it.
- Awareness of key locations within and outside of the stadium.
- Full awareness of any methods or signals that may be used to alert staff that an emergency is taking place.
- Full awareness of emergency plans, roles and responsibilities.
- Assist in the prevention of pitch invasion.
- Report defects or damages to supervisor.
- Other duties and responsibilities as required by line manager.

Personal Specification

Essential:

- NVQ Level 2 Spectator Safety Certificate.
- Understanding of SGSA Green Guide principles.
- Good interpersonal skills, with the ability to deliver excellent customer service.

Desirable:

- First Aid Certification.
- Experience working within a sports ground, event venue, or similar environment.
- Experience within football or sports industry operations.

Equality & Diversity

Southend United FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.