

Fc United of Manchester

JOB DESCRIPTION

Post: Operations and Safety Manager

Location: Broadhurst Park

Responsible to: General Manager

Primary Role:

To ensure, as far as reasonably possible, the safety of everyone attending events at The Football Club Ground, in accordance with the Safety Certificate terms and conditions and the Club's Policy Statement of Spectator Safety. The post holder shall have no other duties on a match day, other than those involved in the execution of the role of Operations and Safety Manager.

Position in the Organisation:

The post holder will be a senior member of staff at the Club, responsible to the General Manager and for establishing suitable systems and controls for the safety and security of spectators attending events at Broadhurst Park.

Responsibilities – General:

- Assume responsibilities on behalf of the Club and the General Manager for the provisions of the General Safety Certificate issued by Manchester City Council and the Club's Policy Statement on Spectator Safety.
- Continually review all stewarding at Broadhurst Park and make appropriate recommendations to the General Manager for corporate consideration.
- Assume responsibility for the provision of training and assessment for all Stewards employed at the Club.
- Act as the representative of the Club in regular consultation with senior members of the Greater Manchester Police, Greater Manchester Fire Service and Greater Manchester Ambulance Service, Manchester City Council and The Football Licensing Authority on matters associated with the safety and security of spectators.
- Represent the interests of the Club and attend all Safety Advisory Group meetings of Manchester City Council.
- Act as the Club Liaison Officer with the "Emergency Services" in the event of an unforeseen incident, ensuring that the General Manager is kept fully informed of any developments.

- Evaluate the performance of the Deputy Safety Officer, Chief Steward/s, Stewards and any specialist Stewards and initiate any action that may be required.
- Co-ordinate, monitor and advise upon all safety matters affecting the Ground.
- Monitor stewarding levels on a match day to ensure effective and equitable distribution of staff commensurate with the General Safety Certificate.
- Liaise with the General Manager on any new legislation and safety related advice affecting the Club and arrange for implementation.
- Maintain a close liaison with the local Fire Prevention Officer regarding fire safety at the Stadium and ensure the fire safety instructions are adhered to.
- Be aware of the requirements of all Sports Grounds legislation, the Green Guide and other advisory documents, the Safety Certificate, the licence issued by the Football Licensing Authority and ensure compliance.
- Assume control on behalf of the Club on match days at Broadhurst Park for spectator safety and security, acting in full co-operation with Greater Manchester Police.
- Assume responsibility with the General Manager on behalf of the Club for the joint Statement of Intent agreed with Greater Manchester Police.
- Ensure all conditions of the General Safety Certificate are fully complied with. In the event of any non-compliance for any reason the Operations and Safety Manager will inform the General Manager and Manchester City Council as soon as possible.

24 hours before each Event:

1. Ensure:-
 - That any defects reported at the previous fixture have been rectified.
 - That the fire warning and automatic fire detection systems are tested and action taken to rectify any fault found.
 - That all communication systems are functioning correctly and action taken to rectify and faults found.
 - By means of a physical inspection of the ground that there are no hazards to spectators.

Before each Event:

1. Ensure:-

- That procedures are in force for identifying the sections of the ground to which spectators may be admitted.
- That strategic gates are identified and staffed by Stewards before spectators are admitted to the ground.
- That sufficient trained Stewards are in position to monitor and prevent overcrowding of spectators in any areas within the ground.
- That the spectator counting system are fully operational and that, in the event of malfunction, there is a manual counting system that can be immediately introduced.

2. Ensure:-

- That there are sufficient trained Stewards available, together with sufficient Supervisors, positioned as prescribed in the General Safety Certificate.
- That all Stewards are fully briefed, having written instructions of their duties and what is expected of them during the event (the briefing should include details of the anticipated number of supporters expected to attend the match, together with an indication of any possible conflict that may arise between home and away supporters).
- That sufficient trained Stewards are provided and positioned to effect a safe and orderly evacuation of spectators in the event of an emergency.
- That all staff know the location of the Ground Control Room, who is in charge of safety on the day and the line of communication with the Ground Control Room.

3. Inspect the Ground to ensure:-

- There are no stored combustible or hazardous materials that could present danger to spectators.
- That there are no materials that could be used as missiles.
- That all ingress and egress routes within the Ground are clear of obstructions and that the surface does not present a hazard to spectators.
- That all exit gates are unobstructed.
- That all gates open easily and that any drop bolts or securing devices prescribed in the General Safety Certificate are functioning correctly.
- That copies of the ground regulations are displayed at all entrances to the ground.
- That all exit and directional signs are in place, are in a reasonable condition and illuminated (if appropriate).

4. Ensure that the following equipment/systems are tested and where necessary faults rectified:-
 - CCTV system.
 - The public address system (test at each operating point).
 - Loud hailers.
 - Steward radio system.
 - Temporary lighting.
 - Fire fighting equipment.
 - Turnstile monitoring system.
 - Any equipment provided by the Club for use by the Emergency Services (to be tested in liaison with the relevant service).

5. Ensure:-
 - That the medical support personnel as required by the General Safety Certificate are available.
 - That the first aid room, equipment and materials are in accordance with the provisions of the General Safety Certificate.

During each Event:

- The Operations and Safety Manager or an appointed deputy should be in attendance at the Ground Control Room. The sole duty of that person during the course of the event shall be that of safety.

After each Event:

- Ensure that all litter and combustible waste or other materials are cleared from the ground.
- Inspect the ground to ensure it is free from signs of damage that might be of potential danger, and as appropriate, ensure that any action is taken to rectify any faults found.
- Liaise with the Police and other services to ensure any lessons from the event are considered for future fixtures.

Mid-season:

- Check the stewarding arrangements to ensure that there are sufficient Stewards available and that they have, or will, all receive the appropriate training.

Annually:

- Carry out a detailed annual inspection of the ground for signs of damage which may create a potential danger to members of the public. Such an inspection should be visual and include boundary walls, fences, gates, elements of structure and all safety installations. Any defects found must be recorded and action taken to rectify them as soon as possible.
- Arrange for a visual check of all handrails and for 25% to be tested (i.e. all elements should be tested at least once every four years), together with all other testing required by the General Safety Certificate.
- Provide as required by Manchester City Council copies of all records of tests/inspections maintained as required by the General Safety Certificate.

Contingency Plans:

- In association with Manchester City Council and the Emergency Services, produce plans to cover various contingencies up to and including the evacuation of the ground, or any individual part of it. These plans should not be confused with the Police, Fire Service and Ambulance Service's own major incident plans. Matters to be covered can include power failure, emergency communication, procedures for sounding the alarm and fighting fires, the evacuation of spectators including the disabled, the treatment of casualties and procedures for the assumption of operational control by the Police.
- Test the plans annually by way of an exercise.
- Review all contingency plans before the start of each season and immediately following any alteration to the ground or changes in the Club's operating procedures.

Training:

1. Ensure that all staff who are on duty for matches receive training in, or are made aware of, as appropriate:-
 - Their duties as Stewards, Turnstile Operators, Car Park Attendants and any Specialist Safety Personnel.
 - The action to be taken in the event of fire or other emergency.
 - Basic first aid.
 - The Club's contingency plans.
 - The Club's Spectator Safety Policy and Health and Safety Statements.

Records:

- Ensure the maintenance of records of all safety tests and/or inspections as required by the General Safety Certificate.
- All records shall be kept at the Club's premises and be available for inspection by any duly authorised person.