

JOB DESCRIPTION

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| JOB TITLE: | Raceday Steward | DEPARTMENT: | Racing |
| REPORTING TO: | HR Advisor | LOCATION: | Chelmsford City Racecourse |

JOB SUMMARY

Chelmsford City Racecourse are looking for reliable, hardworking and confident Raceday Stewards to join our existing experienced team. As a member of the Raceday Stewarding Team, you are responsible for the safety and security of visitors to the racecourse, this will require you to direct, control and manage visitors within your area of responsibility.

KEY ACCOUNTABILITIES

- Stewards are deployed to assist in the safe operation of the Racecourse before, during and after an event.
- Attend pre-event briefing, and ensure all information is understood.
- Attend the racecourse at given dates and times as dictated by HR
- Have a full knowledge of the Racecourse and the location of all facilities available.
- You will also be required to know, understand and assist the Safety Stewards and follow/implement the Chelmsford City Racecourse Emergency Procedures should an incident take place during an event.
- You will be required to be standing or walking around for up to 8 hours per shift
- Remain in your allocated position as instructed unless you are redeployed by your supervisor.
- Know the location of the First Aid Rooms located within the Stadium.
- Enforce and immediately report any breach of the ground regulations to Supervisor
- Comply promptly with any instruction given in an emergency.
- To be responsible for the safety and comfort of spectators within a designated area at all times
- Ensure that all entrances and exits are kept clear.
- Assist guests with any queries while on the racecourse grounds

PERSON SPECIFICATION

EXPERIENCE/SKILLS

- Ability to be flexible and adaptable
- Be capable of recognising potential fire hazards and suspect packages, reporting such matters immediately to a The Chief Steward or Safety Officer.
- Ability to communicate in a proactive and positive manner
- Be able to provide basic First Aid if required.
- Customer service experience is essential

- Good standards of communication and personal appearance
- Polite and courteous at all times
- Commitment to always produce good working standards
- Capable of working on own initiative
- Be self-motivated
- Be able to work well within a team

TRAINING AND DEVELOPMENT

Full training will be given to the post holder to help them fulfil their duties. Great Leighs Estates Limited is committed to promoting an environment of training, learning and continuous professional development for all employees. We recognise that this is essential to providing a high-quality service which meets the needs and expectations of our clients, stakeholders and staff alike.

HEALTH AND SAFETY

As an employee of Great Leighs Estates Limited, the post holder has a duty under the Health and Safety at Work Act 1974, to:-

- Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer to ensure compliance with Health and Safety legislation.

DATA PROTECTION

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description.

Name of Post holder

Signature

Date