



**CAMBRIDGE  
UNITED**



# RECRUITMENT PACK

**MATCH DAY STEWARDING – ALL ROLES**



# THE CLUB

## WHO WE ARE

Cambridge United is a community-focused football club woven into the fabric of a world-renowned city admired for its education, research, and technology.

Cambridge United aspire to compete at the highest levels of English Football whilst operating a sustainable football club embedded within the heart of its community.

*As a Club we have three main objectives which we aspire to achieve:*

## CREATING MEMORIES

We are a modern progressive community focused club run sustainably to create memorable moments on and off the pitch, which help engage and excite current and future generations.

## DRIVING STANDARDS

Through constant self-reflection and education, we seek to evolve both on and off the pitch, with a clear focus on raising our standards and levels of performance.

## IMPROVING LIVES AND COMMUNITIES

With our players, staff, and fans at the heart of the Club, we seek to construct and enhance relationships between communities and use the power of sport to change lives.





# THE CLUB

## THE MISSION

Cambridge United aspires to compete at the highest level of the English Football League, whilst operating a financially sustainable football club embedded within the heart of its community. We are custodians with a collective responsibility to protect and enhance the Club for future generations.

## THE VISION

### CREATING MEMORIES

We engage current and future generations of supporters by creating memorable moments.

### DRIVING STANDARDS AND PERFORMANCE

We will evolve by driving standards and performance through self-reflection and education.

### ENHANCING LIVES

We are an inclusive Club that is United in Endeavour to enhance lives through the power of sport.

## THE VALUES

We engage positive and inspiring characters who are committed to serving and strengthening our community by adopting our three key values.

### TEAMWORK

We achieve more through working together than alone and are United in Endeavour.

### HARD WORK

We are committed to learning and working towards our pursuit of excellence in everything we do.

### HUMILITY

We will celebrate each other's successes and recognise that no individual is greater than the collective.



# THE CLUB

## WHY CAMBRIDGE UNITED?

We believe that standing still in both football and business is not an option. We are on an exciting journey to reach the highest levels of English Football.

Recent investment in training facilities and the purchase of the Cledara Abbey Stadium with further development being explored optimises our aspiration to grow with one of the world's fastest developing cities where the rules of Association Football were created.

We pride ourselves on providing employees with an opportunity to succeed and value innovation, collaboration and personal growth. Most importantly we are dedicated to creating a supportive and inclusive environment, underpinned by our motto to be 'United in Endeavour'.



# THE JOB - MATCH DAY STEWARD

<b>JOB TITLE:</b>	Match Day Steward
<b>DEPARTMENT:</b>	Safety Team
<b>REPORTS TO:</b>	Match Day Safety Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	£12.71 p/h plus Annual Leave
<b>HOURS:</b>	Casual Contract

## **ROLE SUMMARY**

Matchday Stewards play a vital role in delivering a safe, welcoming, and enjoyable experience for all supporters.

Working as part of the stadium's safety team, stewards help manage crowd movement, provide guidance and information to spectators, and support emergency procedures where required.

The role involves monitoring designated areas, ensuring compliance with stadium regulations, and offering excellent customer service throughout the event. Stewards act as the first point of contact for fans, contributing to a positive matchday atmosphere while maintaining the highest standards of safety and professionalism.

## **KEY JOB OUTCOMES**

- To attend the match briefing and to understand the arrangements for each fixture.
- Directing members of the public who are entering or leaving the ground to help achieve an even flow of people in the viewing areas and ensure that no overcrowding occurs in a particular section of the stadium.
- Patrolling the ground and dealing with any emergencies arising, knowing how to raise the alarm, using a fire extinguisher and administer first aid where necessary.
- Manning entrances, exits and other strategic points, especially exit gates and doors which are not continuously open whilst the ground is in use.
- Assisting as appropriate to ensure the safety and control of all members of the public, before, during and after an event.
- Undertaking specific duties in the event of a major incident, which might give rise to evacuation.
- Prevention of overcrowding.
- Prevention of staircases being obstructed.
- Ensure gangways and exits are always kept clear.
- Identify and investigate any incident amongst spectators and if necessary, notify the nearest police officer and control.
- To attend and contribute (when required) to all CPD as required.
- To carry out any other duties as directed by the Match Day Safety Officer.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably expect to perform duties of a similar nature to those outlined in the job description.



# THE JOB – MATCH DAY SUPERVISOR

<b>JOB TITLE:</b>	Match Day Supervisor
<b>DEPARTMENT:</b>	Safety Team
<b>REPORTS TO:</b>	Match Day Safety Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	£13.21 p/h plus Annual Leave
<b>HOURS:</b>	Casual Contract

## **ROLE SUMMARY**

An NVQ Level 3 Supervisor is responsible for supervising stewarding teams within an allocated area of the stadium, ensuring the safety, security and positive experience of all spectators. They act as the operational link between stewards and the Stand Manager, taking responsibility for incident management, crowd monitoring and compliance with the stadium's Safety Certificate and match day procedures.

## **KEY JOB OUTCOMES**

- Lead and supervise a team of stewards within a designated block or concourse.
- Deliver pre-match briefings to ensure staff understand duties, emergency procedures and key risks.
- Ensure all operations within the area comply with the stadium's Safety Certificate and relevant legislation.
- Conduct pre-event safety checks, including exits, stairways, seating and barriers, report any hazards, defects or concerns to the Stand Manager.
- Ensure gangways, vomitories and exit routes always remain clear.
- Monitor crowd density, behaviour and movement within your area of responsibility and support safe ingress and egress, preventing congestion or unsafe conditions.
- Implement crowd management strategies in line with training and club policy and be able to identify early signs of disorder, distress or risk and take appropriate action.
- Act as the first point of escalation for stewards.
- Respond promptly to incidents including medical emergencies, disorder and safeguarding concerns and communicate clearly with the Stand Manager and Control Room via radio.
- Be able to support emergency procedures including evacuation, invacuation and ensure accurate incident reporting and documentation.
- Promote a welcoming and professional environment for all spectators.
- Handle complex queries, complaints or concerns and support vulnerable spectators, ensuring safeguarding procedures are followed.
- Be proficient in completing incident logs and handover notes accurately.
- Participate in post-match debriefs.
- To carry out other duties as directed by the Match Day Safety Officer.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably expect to perform duties of a similar nature to those outlined in the job description.



# THE JOB – STAND MANAGER

<b>JOB TITLE:</b>	Stand Manager
<b>DEPARTMENT:</b>	Safety Team
<b>REPORTS TO:</b>	Match Day Safety Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	£13.61 p/h plus Annual Leave
<b>HOURS:</b>	Casual Contract

## **ROLE SUMMARY**

The Stand Manager is responsible for the safe, efficient and customer-focused operation of an allocated stand or stadium area on match days. They oversee stewards and supervisors ensure compliance with the Stadiums Safety Certificate and act as the key link between their stand, the Control Room and Senior Safety Management. The role is central to delivering a safe and enjoyable match day experience.

## **KEY JOB OUTCOMES**

- Manage all stewarding and security staff assigned to the stand and be able to deliver pre-match briefings, ensuring staff understand their roles, emergency procedures, and key risks.
- Monitor staff performance, positioning, and conduct throughout the event and ensure all staff welfare.
- Ensure the stand operates in line with the stadium's Safety Certificate and relevant legislation.
- Conduct pre-event safety checks, including exits, stairways, barriers, and seating areas, report hazards, defects, or safety concerns to the Safety Officer or Control Room and ensure all gangways, vomitories, and exit routes always remain clear.
- Oversee ingress and egress operations, ensuring safe flow of spectators, monitor crowd density, behaviour and movement with the stand and implement crowd management strategies to prevent congestion or unsafe conditions.
- Respond to incidents, disturbances or emergencies within the stand.
- Act as the first point of escalation for supervisors.
- Coordinate responses to medical incidents, disorder or safeguarding concerns and communicate clearly with the Control Room via radio.
- Support emergency procedures including evacuation, invacuation or partial stand clearance.
- Promote a welcoming, professional environment for all spectators.
- Handle complex queries, complaints or concerns and support vulnerable spectators, ensuring safeguarding procedures are followed.
- Be proficient in completing incident logs, stand logs and handover notes accurately.
- Participation in post-match debriefs and completion of documentation in line with club policy.
- Carry out other duties as directed by the Match Day Safety Officer.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably expect to perform duties of a similar nature to those outlined in the job description.



# THE JOB – SIA STEWARD

<b>JOB TITLE:</b>	SIA Steward
<b>DEPARTMENT:</b>	Safety Team
<b>REPORTS TO:</b>	Match Day Safety Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	£14.28 p/h plus Annual Leave
<b>HOURS:</b>	Casual Contract

## **ROLE SUMMARY**

An SIA-qualified Steward is responsible for maintaining a safe, secure, and welcoming environment for all visitors, staff, and participants at our venues. The role combines customer service with safety, crowd management, and incident response, ensuring compliance with SIA licensing standards and venue procedures.

## **KEY JOB OUTCOMES**

- Monitor entry and exit points, ensuring only authorised individuals gain access.
- Conduct bag checks, searches and screening in line with SIA regulations.
- Identify and report suspicious behaviour, security risks or prohibited items to a supervisor or Control Room.
- Respond promptly to incidents, emergencies or alarms when sent and support evacuations procedures and emergency protocols.
- Take a lead role in directing and managing the movement of spectators to prevent overcrowding and ensure the maintaining of safe flow through concourses, stands and exits of the Stadium.
- Assist with queue management and ticket checking.
- Act as a visible, approachable point of contact for supporters and provide information, directions and assistance.
- Promote and represent the Club with a friendly and helpful attitude.
- Adhere to SIA licensing conditions and Club Policies.
- Complete incident reports, logs and notes accurately.
- Participate in briefings, debriefings and ongoing training.
- Maintain professional standards of conduct, appearance and communication.
- Carry out other duties as directed by the Match Day Safety Officer.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably expect to perform duties of a similar nature to those outlined in the job description.



# THE JOB – SIA SUPERVISOR

<b>JOB TITLE:</b>	SIA Supervisor
<b>DEPARTMENT:</b>	Safety Team
<b>REPORTS TO:</b>	Match Day Safety Officer
<b>LOCATION:</b>	The Cledara Abbey Stadium
<b>SALARY:</b>	£14.78 p/h plus Annual Leave
<b>HOURS:</b>	Casual Contract

## **ROLE SUMMARY**

The SIA Supervisor is responsible for leading and coordinating teams of stewards and security officers to ensure the safety, security and smooth operation of events at Cambridge United. The role requires strong leadership, excellent communication and the ability to make confident decisions under pressure whilst maintaining compliance with SIA regulations and organizational procedures.

## **KEY JOB OUTCOMES**

- Supervise teams of SIA-licensed staff and stewards across different areas of the stadium, deliver pre-event briefings, ensuring all staff understand their duties, the emergency procedures, and club expectations.
- Monitor staff performance, positioning, and conduct throughout the event and ensure all staff welfare.
- Provide coaching, support, and corrective guidance where required and act as the first point of contact for escalations from stewards or SIA officers.
- Ensure all security operations comply with SIA licensing conditions and club policies.
- Take a proactive view of searches, stadium access and identify risks, vulnerabilities or suspicious behaviour and take appropriate action.
- Where required co-ordinate responses to incidents, disturbances and liaise with the Control Room, Safety Officer and emergency services where required.
- Monitor crowd flow, capacity and behaviour across assigned areas and implement crowd management strategies to prevent congestion or unsafe conditions.
- Support the ingress and egress of supporters, ensuring safe movement.
- Supervise the management of restricted areas, VIP zones and hospitality areas.
- Promote a welcoming, professional environment for all visitors.
- Handle complaints, concerns or complex customer interactions and support vulnerable individuals, ensuring safeguarding procedures are followed.
- Complete incident reports, staff logs and handover notes accurately.
- Ensure staff follow uniform standards, licensing rules and operational procedures.
- Participate in debriefs and contribute to continuous improvement.
- Carry out other duties as directed by the Match Day Safety Officer.

This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes. As a term of your employment, you may reasonably expect to perform duties of a similar nature to those outlined in the job description.



# THE PERSON

## SKILLS, KNOWLEDGE, QUALIFICATIONS AND EXPERIENCE

	REQUIRED	DESIRABLE
First Aid Qualification	YES	
SIA License Holder/ SIA Door Supervisor License		YES
Proven experience in security, stewarding or crowd management		YES
Understanding of safety legislation and match day operations		YES
NVQ Level 2, 3 or 4 in Spectator Safety		YES
FA Safeguarding in Children Certificate / ACT Prevent Certificate		YES

## PERSONAL QUALITIES/ATTRIBUTES

	REQUIRED	DESIRABLE
Strong communication and interpersonal skills	YES	
Ability to remain calm under pressure	YES	
Strong observational skills and situational awareness	YES	
Reliable, punctual and able to work as part of a large team	YES	
Ability to work evenings, weekends and match days.	YES	
Excellent team player and motivator	YES	

The above skills, knowledge qualifications and experience vary dependent on the specific role and in some cases will become a requirement of the position.

If you are invited to interview you will be considered for the relevant role versus the experience provided.



# THE COMMITMENTS

## **EMPLOYABILITY STATEMENT**

Cambridge United FC is committed to promoting equality of opportunity for all staff. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

## **SAFEGUARDING STATEMENT**

Cambridge United FC is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. For those positions where a criminal record check (DBS) is identified as necessary, this will be carried out in line with other safer recruitment checks. The post holder will be required to undergo Safeguarding training periodically.

## **EQUALITY, DIVERSITY AND INCLUSION**

Cambridge United FC is committed to promoting equality of opportunity for all staff and job applicants. We are committed to creating an inclusive workplace and welcome applications from disabled candidates. If you require any adjustments during the recruitment process, please let us know.

We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate based on age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.

<https://forms.office.com/e/WkrhMHMzzL>



# HOW TO APPLY

## APPLICATION INSTRUCTIONS

Interested applicants should apply by submitting their application form, CV and Cover Letter. Applications which do not include all documents will not be reviewed.

## APPLICATION CLOSING DATE

Ongoing

## INTERVIEW DATE(S)

Flexible

## START DATE

Immediate upon completion of relevant safer recruitment checks.