

Hampden Park Limited

JOB DESCRIPTION

Job Title : Deputy Stadium Safety and Operations Manager

Reports to : Stadium Safety and Operations Manager

Main purpose of the post: -

To ensure that Hampden Park complies with the General Safety Certificate as issued by Glasgow City Council; to assist in the compilation of all safety certificated records as required; to be responsible for all safety and security aspects of the Stadium; monitor the performance of contracted security staff and take a pro-active approach to business management adhering at all times to agreed budgets and to the policies and procedures of Hampden Park Ltd.

Main Duties and Responsibilities

Safety Management

Carry out the duties of Deputy Stadium Safety Officer at major events and where required at specified minor events.

The implementation of the Stadium's Health and Safety procedures which will require close liaison with User Groups.

Update the Stadium's Health and Safety procedures as required due to changes in legislation.

Play an active role in the Stadium's Emergency Planning Liaison Group.

Carry out and update risk assessments.

Be aware of: -

- The requirements of the safety certificate
- Safety of sports grounds legislation
- Fire safety legislation
- Health and safety at work legislation
- Legislation relating to people with disabilities Civil contingencies legislation
- Any other specific pieces of legislation that may have relevant safety implications

Ensure stadium maintenance where possible complies with current legislation and Hampden business activities including: -

- Generators
- Fire Alarms
- Fire Extinguishing Systems
- Emergency Exits
- Turnstiles
- Turnstile Monitoring
- Public Address
- Lifts
- Gangways and Concourses
- Normal lighting
- LED Screens
- Emergency Telephones
- Emergency Lighting
- Emergency Exits
- C.C.T.V.
- Ventilation System
- Escalators
- Exit Gates from Gangways
- Toilets
- First Aid Rooms
- Stadium Seating
- External Concourses
- Kiosk and Underground Car Park Shutters

Liaise with the Safety and Operations Manager and the Managing Director for all aspects relating to the general safety certificate as issued by Glasgow City Council;

Programme and implement matters arising from the Safety Advisory Group inspections.

Along with the Safety and Operations Manager, liaise with police, fire, ambulance, building control and environmental health on licensing issues;

Ensure the requisite numbers of stewards are contracted for events in line with the stadium stewarding plan;

Along with the Safety and Operations Manager, control stewarding and car parking on match days;

Have a responsibility for the health & safety of staff and the safety of the general public while attending the stadium;

Liaise with the local fire authority on matters relating to public and building safety;

Liaise with Police Scotland on any matters of an operational nature prior to, during and after events;

Liaise with the Scottish Ambulance Service in relation to the stadium medical plan and ensure requisite numbers of staff are available at events;

Assist with pre-match inspections and preparations for events;

Inspect buildings with Insurance Inspectors and Engineers when required;

Liaise with broadcasters, particularly television, in relation to set up, cabling, camera positions etc.; Liaise with advertising installers in relation to advertising board lay out in terms of safety;

Assist the Safety and Operations Manager in all aspects of security and reception matters, including CCTV and related legislation (Data Protection).

Staff Management

Assist in the management of staff, ensuring a good quality and safe environment for customers and staff alike.

Ensure all staff groups have clearly defined roles and responsibilities in order to support the business of the stadium. Responsible for monitoring performance and meeting objectives.

Manage the Stadium's internal cleaning team.

Conduct disciplinary hearings.

Interview applicants for maintenance and reception positions reviewing contracts as directed by the Safety and Operations Manager.

Assist in the procurement and monitoring of security contractors and with the approval of the Safety and Operations Manager, implement changes as necessary.

Additional

Attend all safety team meetings with the local authority (Glasgow City Council) in preparation for concerts or other events held within the stadium and attend the Licensing and Regulatory Committee in relation to applications for public entertainment licences and special safety certificates.

Ensure liaison with cleaning contractors and liaise with the City Council Cleansing Department regarding roads and waste.

Manage, monitor and review cleaning, maintenance, service and security contracts.

Represent Hampden Park Limited on Hampden's Stadium Transport Group.

Monitor Hampden's contracted cleaning team at major events.

Where appropriate respond to customer and neighbour complaints.

Essential Internal and External Relationships

Essential contacts are listed below but these are not exhaustive:

- Hampden Park Limited Staff and Board of Directors
- Scottish Football Association (Scottish FA) and Affiliated Associations
- Security and Integrity Officer (Scottish FA)
- Head of Football Administration (Scottish FA)
- Head of Legal & Special Projects (Scottish FA)
- Scottish Professional Football League
- Sodexo
- The Scottish Football Museum Trust
- Representatives of Glasgow City Council Safety Advisory Group
- Hampden Sports Clinic Management
- General Manager of Queen's Park Football Club
- Emergency Services

Key Requirements

- Possess or be prepared to achieve the necessary Level 4 NVQ Safety Officer qualification.
- A proven track record in crowd safety and control gained through demonstrable work experience. It is desirable that such experience was gained within a Stadium/sporting environment.
- Knowledge and work experience of major incident contingency planning.
- The ability to create and implement risk assessments in a working environment.
- An acceptance of, and ability to fit into and work within, a predetermined chain of command.
- Self-motivated and able to act decisively, timeously and authoratively on own initiative.
- Confident in ability to perform the job to reach and exceed key result areas.
- The ability to carry out crowd safety and control functions in a calm but authoritative manner.
- Able to communicate clearly and concisely ensuring that all instructions given are understood and acted upon.
- Good written skills.
- Good leadership qualities – the ability to assume responsibility and to deal with staff/safety personnel on a group or one-to-one basis.
- Able to work efficiently and effectively under pressure – dealing with matters in a prioritised fashion.
- To act as a co-ordinator, organising different safety functions/personnel in tandem.