

JOB DESCRIPTION

JOB TITLE: EVENT STEWARD/SUPERVISOR/AREA MANAGER

DEPARTMENT: SAFETY

REPORTS TO: SAFETY TEAM

LOCATION: TOTTENHAM HOTSPUR STADIUM

Rate: Starting rate £10.20ph

With events planned all year round at our new home, you will find yourself working a varied role that is dictated by customer and operational needs. Our team will fill key safety, security and service positions within general admission, hospitality and outside areas and will be the driving force within Europe's newest stadium.

The Club is seeking Event Stewards, Supervisors and Area Managers to join our Stadium Events Team in helping us deliver a world class event-day experience.

With a track record of offering 5* customer service, you are a person who is thoughtful and compassionate of customers' needs. You should be able to work independently and be daring to step up and take charge of any situation. Having fantastic personal skills and a willingness to deliver a high level of service, you are a logical thinker who leads by example and takes pride in your work and how others perceive you.

Tottenham Hotspur Football Club welcomes applications from anyone regardless of age, disability, race, colour or ethnic and national origins, religion or belief, or sexual orientation.

JOB PURPOSE

Covering all aspects of Safety and Security, our Stadium Events Team will welcome visitors into the ground and assist them throughout their time spent with us. Creating a seamless flow that will heighten the visitor experience.

KEY RESPONSIBILITIES

We have a number of exciting roles available including Area Managers, Supervisors and Steward. With duties and tasks to include but not limited to-

- Welcoming fans
- Front of house Concierge
- Customer information
- Monitoring and directing crowds
- Maintaining a clean work space
- Report writing
- Ticket checking
- Crowd and Queue management
- Information broadcasting
- Enforcing stadium regulations
- Customer liaising
- Responding to incidents
- Static guarding

PERSON SPECIFICATION

We would welcome interest from anyone who works in a customer lead role where you continually go above and beyond to offer the customer the very best service. Whether that be within a football environment or any of the capitals leading events venue, tourist attractions, hotels or restaurants, we would like to hear from you.

PERSONAL ATTRIBUTES

- Customer focused
- Alert
- Approachable
- Reliable
- Friendly

For more information contact Tottenham Hotspur Foundation at thf.recruitment@tottenhamhotspur.com