**JOB DESCRIPTION**

**JOB TITLE:**  Event Safety & Policy Manager

**DEPARTMENT:** Safety & Security

**REPORTS TO:** Head of Safety & Security

**LOCATION:** Manchester

**DATE:** January 2017

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**Job purpose**

To support the Head of Safety and Security in the delivery and updating of the Club’s Safety procedures manual, contingency plans and the management and delivery of the relevant provisions of the General Safety Certificate together with responsibility of all aspects in relation to Event Safety and policy.
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**Key responsibilities**

* To support the safety and security planning and management of all major events held at the Stadium in accordance with the General Safety Certificate and the Club Spectator Safety Policy.
* To deputise as the Ground Safety Officer as defined under the Safety of Sports Grounds Legislation when required.
* To support in ensuring full compliance with the General Safety Certificate, the Club Spectator Safety Policy and the Green Guide and other applicable regulations as related to football and sports ground safety and security keeping concise documentation where required.
* To support in the overall control of the safety and security of major events and the match day operation.
* To ensure the monthly planning and the day to day event and match day operation for the safety and security of the club, is to the highest standard, in line with health and safety compliance and best practice.
* To manage all resources, especially finance and IT, in an efficient and effective manner in line with the strategic plans for the club.
* To be responsible for the Health and Safety of the safety and security team including all sub contractors to ensure that Health & Safety procedures are in place and risk assessments are done in line with our legal Health and Safety responsibilities including regulations, guidelines and best practice.
* To support in the review the Contingency Plans, in conjunction with Manchester City Council and Emergency Services as and when required.
* To attend meetings, write and present reports as required for the business.
* In accordance with provisions of the Safety Certificate, to deliver table top and stadium exercises and ensure they are managed to the highest standards and that the quality of provision meets the needs of employees and customers.
* To support all the services delivered by the Infrastructure Department including input where required on infrastructure projects.
* To produce and continually review Operations Manuals for Etihad & CFA Stadium.

**General responsibilities**

* To manage the SGSA and LA Annual Inspections
* To represent the interests of the club in respect of “the statement of intent” and “special police services”.
* To act as liaison point on behalf of the club with regards to Fire & Medical provision.
* To identify training needs both within the club, and with partner agencies, in respect of match day safety procedures and general safety and security principles.
* Compliance with Club policies
* Compliance with the Club’s health and safety procedures
* To undertake such other duties as may be reasonably expected
* To maintain professional conduct at all times

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**Key relationships**

* Heads of department, specifically Facilities Director and Head of Infrastructure Development
* Facilities Managers
* First Team & Academy Support Managers
* Customers
* Contractors
* Manchester City Council
* SGSA
* Manchester Police and Greater Manchester Fire Service
* The North West Ambulance Service and St John’s Ambulance

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**Organisation chart**

**Person Specification**

**Job Title: Event Safety & Policy Manager Department/Location: Manchester**

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| **Knowledge** |
| Essential* Knowledge of the Safety of Sports Ground Legislation.
* Knowledge of safety and security legislation/ best practice.
* Managing contracts and use of performance indicators.
* Managing budgets and financial processes.
* Monitoring results, contracts and delivering continuous improvements.
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| **Technical/work-based skills**  |
| Essential* Have a clear sense of purpose to drive action and inspire innovation amongst staff.
* Maintain clear, consistent, and decisive leadership and management of staff.
* Set and meet clear targets and manage staff to achieve high performance outcomes.
* Set and maintain high standards of work performance and deliver quality consistently and efficiently.
* Effective time management including planning to achieve around fixed deadlines and problem solving skills using initiative and sensitivity.
* Possess communication skills that are clear, engaging and responsive.
* Ability to deliver effective presentations to a variety of audiences.
* Establish relationships and develop networks creating and maintaining effective working relationships.
* Strong facilitation/ negotiation skills, including the ability to manage and resolve tensions, disputes and conflicts.
* Demonstratable experience of creating an environment where staff are empowered to make decisions, work cohesively and build collaboration and trust.
* Report writing for internal purposes; ability to write succinct reports on complex issues and analyse data reports.
* Change management skills, embedding new ways of working.
* Monitoring and evaluating the work of others and developing staff/contractors towards continuous improvement.
* Demonstrate a good level of PC literacy.
* Delegation skills focusing on accountability.
* Successful track record of safety and security management service delivery.
* Experience of setting targets, monitoring outcomes, achieving results and working towards continuous improvement.
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| **General skills and attributes** |
| * Highly self motivated with the ability to motivate others.
* Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.
* Honest and reliable.
* Pro-active and engaging style.
* A winning attitude.
* Strong 'can do' approach.
* Remain calm under pressure.
* High work commitment.
* Willing to self evaluate and work towards continuous improvement.
* Commitment to equal opportunities.
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| **Experience** |
| Essential* Experience of safety and security to a high standard in a multi-site environment.
* Application of health and safety legislation/best practise
* Contract management.
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| **Qualifications** |
| Essential* Degree and or management qualification such as DMS, MBA and or significant management experience essential.

Desirable* Member of appropriate professional governing body desirable.
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