

About UK Emergency Support Services

UK Emergency Support Services (UKESS), is a registered 'Not For Profit' organisation with wholly charitable purposes. UKESS is headed up by our Managing Director, Mark Hills and was launched in June 2018 with its principle aim to provide reliable and effective practical aid and support to Front Line Emergency Services, Local Authorities and Communities in the event of National Crisis, Public Emergency and Major Incidents.



In addition to our principle aim, UKESS provide Training, Event and Medical Services, Community Education and Welfare Services.

Event Steward/Marshal Volunteer - Role Description

Role	Event Steward/Marshal Volunteer
Location(s)	Northamptonshire / Leicestershire
Responsible to	Event Manager/Supervisor
Application deadline	Ongoing

Role Summary

Stewards and Marshals perform a vital role as the public face of an event, ensuring that our customers have an enjoyable and positive experience. Stewards and Marshals help the event to maintain a high level of customer care and provide practical assistance both inside and outside the venue.

As a Steward/Marshal you will be expected to act professional, courteous and attentive toward the public. You will be expected to get to know your surroundings as you will be a point of contact for the public, as well as being aware of issues such as medical emergencies, fire emergencies and aggressive/intoxicated behaviour. You will need to be able to relay important information to event personnel and may include the use of radio communication. The role involves walking, standing and bending and may also involve lifting and carrying heavy items.

You must be at least 16 years of age to apply for this role.

Duties and Responsibilities

- Assist entry/exit and movement of people at events
- Prevent unauthorised access to the site and restricted areas
- Provide traffic management and parking marshalling services
- Provide assistance to customers at the event
- Monitor spectator's safety and liaise with management where required
- Deal with incidents and emergencies and if necessary, provide assistance and support to the emergency services in the event of a major incident.
- Report any anti-social behaviour, illegal activity or perceived dangers to the supervisor
- Provide updates relating to stewarding issues within your area to the supervisor
- Ensure the health, safety and well-being of all customers
- Provide excellent customer services
- Take responsibility for reporting any incidents which could affect the safety of customers and staff at the event
- Assisting as necessary with the movement of equipment or materials during set up and break down of events
- Using communication equipment, if required, in accordance with UKESS guidelines
- Act in a professional manner at all times whilst representing UKESS
- Maintain a high standard of appearance and wear the UKESS Uniform with pride ensuring compliance with the standards of dress policy, including the correct wearing of personal protective equipment
- Carry out all duties outlined in the Event Assignment Instructions

Qualifications, Skills and behaviours you will need

- Physically and mentally fit
- Ability to work as a team in a public facing environment
- Flexible can-do attitude with an approachable and enthusiastic manner
- Ability to work long hours
- Excellent interpersonal skills with ability to communicate effectively at all levels
- Positively represent UKESS and yourself by delivering a high standard of service at all times
- Ensure a smart image and appearance at all times, adhering to the standards of dress policy
- Ability to make balanced decisions and keep calm in an emergency situation
- Ability to use initiative and work independently without direct supervision
- Ability to follow instructions and understanding of the importance of thorough and accurate reporting
- Ability to verbally defuse hostile situations

Successful Applicants

If you are successful in your application, you will be;

- required to provide a copy of your Enhanced DBS check, or complete an application for one
- required to provide two references
- required to sign a volunteer, confidentiality, data protection and radio communications agreement
- provided with a full induction and ongoing supervision and support meetings
- provided with relevant training

Commitments

The position is offered on a flexible and casual/ad-hoc basis with no fixed term or hours, allowing you to give as much or as little time as you want. Whether your volunteering journey with us is long or short we are transparent about our commitment to you and what we expect from our volunteers.

Our commitments to you

- Reimburse your pre-agreed and reasonable out of pocket expenses
- Provide you with a uniform and Identification
- Provide you with continued support including on a 1-1 basis
- Provide you with training where this is required
- Listen to your feedback and welcome your ideas
- Value your personal contribution
- Keep you connected and up to date
- Thank you for the impact you deliver

Your commitments to us

- Respect the boundaries of your role and our code of conduct
- Adhere to UKESS Support Services policies and procedures
- Sign and adhere to a volunteer agreement
- Sign and adhere to UKESS confidentiality and data protection agreement
- Value the contribution of others
- Able to apply disability, equality and inclusion practices
- Contribute positively to our story
- Express your ideas
- Stay connected and up to date

Benefits

Volunteers are highly valued members of UKESS and contribute to making a significant difference to UKESS' ability to achieve their aims and objectives. You will be provided with comprehensive free training, so you can represent UKESS with confidence.

Volunteering with UKESS will provide you with an opportunity to;

- make a difference to the lives of others
- meet new people and make new friends
- develop confidence and self-esteem
- feel valued and part of a team
- develop new skills, knowledge and experience
- build on existing experience and knowledge
- improve employment prospect
- enhance a curriculum vitae (CV)
- gain accreditation

Next Steps

Our volunteer recruitment process is as follows;

- 1) Apply for the role online. Alternatively, you may contact us to request for a paper application to be sent to your address.
- 2) You will be contacted by a member of the team to conduct an initial screening
- 3) You will be invited to an informal face to face interview, which can be mutually agreed to be undertaken via video calling or in person
- 4) You will be informed of our decision and then invited to attend a company induction day, which must be completed before you can be formally appointed as a volunteer for UKESS.
- 5) You will be invited to attend a training day/exercise (if this is required by the role)

Please note: Voluntary roles are not a prelude to paid employment with the organisation. If opportunities for paid employment arise, these will be advertised and volunteers who apply will be considered against the same criteria as other applicants.

Contact details for recruitment

Contact Name: Mark Punter

Email: mark.punter@ukemergencysupport.org

If you have any questions about the recruitment process for this role you should contact the person above. General enquiries about volunteering can be made by calling **0330 133 0050**.

General Information for Volunteers

Recruitment Methods

To become a volunteer for UKESS you will be asked to complete an application and provide references. Depending on the nature of your role, you may be required to undergo an Enhanced Disclosure and Barring Service (DBS) check. You will also be required to complete an induction day and receive training relevant to your role. You will only be able to begin volunteering once the necessary checks relevant to your role have been completed.

Enhanced Disclosure and Barring Service (DBS) checks

Confirmation of your appointment will be subject to the receipt of a satisfactory Enhance DBS check if, during the course of your role, you are likely to carry out tasks with, or in supervision of, children or vulnerable adults.

Confidentiality

All information concerning volunteers, employees and patients shall be treated as strictly confidential at all times.

Equal Opportunities

It is the aim of UKESS to ensure that no one receives less favourable treatment on the grounds of age, sex, race, colour, religion, marital status, sexuality or disability; or, is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. Everyone shall adhere to our equal opportunities policy and ensure that diversity is valued throughout UKESS.

Data Protection

If you have contact with data systems, computerised or otherwise, you are required to obtain, process and/or use the information in a fair and lawful way; to hold data only for the specific registered purpose; and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

Expenses

Volunteering for UKESS should not cost you anything. We will reimburse all legitimate, reasonable and pre-agreed, out of pocket expenses incurred during your volunteering placement with us. You should talk to your appointed manager to confirm what expenses you can claim.

Review of this description

This role description is intended as an outline indicator of general areas of activity and will be amended according to the changing needs of UKESS. This role description is to be reviewed in conjunction with the volunteer on an annual basis as part of the support and supervision process.

Internal Use Only

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