Job Description

Job Title:	Field of Play Assistant
Department:	Operations
Reports to:	Senior Safety Stewards
Location:	The Cooper Associates County Ground, Taunton and other nominated Club venues
Contract:	Casual
Hours:	Variable confirmed a minimum of 10 days in advance. Hours will include evenings, weekends, and Public Holidays. Working time may exceed 10 hours in any one consecutive period. Welfare and comfort breaks will be scheduled based on your hours to be worked and the match status.

Main Purpose of Job:
To take a proactive role in delivering a safe and outstanding customer experience to all those attending an event at The Cooper Associates County Ground and other nominated Club venues.

Main Field of Play Assistant Responsibilities:

- To prioritise and assist in delivering an outstanding customer experience to all those attending events at The Cooper Associates County Ground or other nominated Club venues by:
    - Maintaining a positive and proactive approach to the role to assist the Club in delivering the highest standards of customer service and spectator safety.
    - Reporting to the Venue at the time specified by the Safety Management Team.
    - Being the "face" of the venue, the first point of contact to warmly welcome spectators on arrival.
    - Directing authorised vehicles to the appropriate parking space.
    - Operating the turnstiles and access control system.
    - Distributing promotional literature at the gates.
    - Providing well informed wayfinding information with regards to the circulation of the ground by stand.
    - Providing proactive rather than reactive support and guidance to all attendees.
    - Undertaking customer care duties such as directing spectators to catering outlets, toilet facilities and first aid points.
    - Carrying out any cleaning duties within the ground as required.
    - Delivering a fond farewell as spectators leave the venue throughout and/ or at the end of the day.
- To support in managing the safety of all those attending events at The Cooper Associates County Ground or other nominated Club venues by:
    - Monitoring non-critical safety locations as identified by the Safety management team.

    - Having an awareness of the Stadium Regulations and Members' and Spectators' Code of Conduct, reporting breaches of these to the Safety Steward team to action.
    - Assisting with the circulation of spectators.
    - Preventing standing in areas which block access to others.
    - Raising the alarm for emergencies, remaining with those involved to keep them calm until further help arrives.
    - Having the ability and resources to report on any incident, being able to accurately describe and record what has been witnessed or experienced.
    - Being confident and competent in the use of technology and equipment supplied by the Safety Management Team such as radios, digital devices, and loud hailers.
    - Complying with any instructions given in an emergency by the Safety Officer.
    - Appropriately handling any queries from attendees or situations which may arise and know when to seek further assistance.
- To uphold Somerset County Cricket Club's high standards and values by:
    - Adhering to the Safety Team's Code of Conduct.
    - Undertaking all necessary training relating to the role.
    - Maintaining an impartial viewpoint on any sporting activity which is taking place.
    - Ensuring the Club's values, policies and procedures are upheld and always followed.
    - Ensuring the Club's equity, diversity and inclusion policy and standards are always upheld.
    - Ensuring the Club's safeguarding policy and procedures are always upheld.
- Take on any other responsibilities or tasks that are reasonable and within your skills and abilities, including supporting Concierge duties when asked.

This job description is only a summary of the role as it currently exists and is not exhaustive. The responsibilities and accountabilities might differ from those outlined and other duties, as assigned, might be part of the job.

Knowledge, skills, and experience required:

Essential:

- Good negotiation and influencing skills
- Proven experience in customer service
- Ability to communicate effectively with people from diverse backgrounds.
- Experience of dealing with emergency situations.
- Conflict management and resolution experience
- Be fit and active, able to carry out all field of play assistant activities efficiently and effectively with undue fatigue. Having the physical stamina to be able to work on your feet for long hours.

Desirable

- Understand cricket, in particular the etiquette of cricket.

Personal attributes

- Acts promptly on instruction.
- Strong team-player
- Punctual
- Approachable

- Competent and confident in dealing with a variety of situations.
- High standards of personal and professional integrity
- Open and honest.
- Credible
- Enthusiastic, positive, and resilient to operate in a challenging and high-profile working environment.
- Committed, loyal
- Disciplined.
- Remains calm in pressurised situations. Desire to learn from others and unafraid to ask for support.
- Collaborative and willing to share knowledge and information to improve outcomes.
- Flexible to work unsociable hours over weekends, public holidays, and evenings to ensure appropriate standards are maintained at matches/events.
- Adaptable to work in a fast-paced, changeable environment.

Key contacts in the business:
Internal: Facilities Manager, Safety Officer, Deputy Safety Officer, Head Steward, Senior Stewards, SIA Operatives, Safety Stewards, Field of Play Assistants, Concierge, Director of Venue Operations, Thomas Franks Staff (catering partners), all Club colleagues,
External: Medical Supplier, SIA Contractor, Club Members, Spectators

Equal Opportunities and Inclusivity Statement
Somerset County Cricket Club endorses the principles of equality and equity and strives to ensure everyone involved with the Club has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, to give of their best and be assured of an environment in which their rights, dignity and individual worth are respected. Everyone is responsible for creating an inclusive working environment and we expect all colleagues, partners customers and suppliers to abide by our equality, diversity and inclusion policies and procedures.

The Club ensures all existing and potential employees receive equal consideration during the recruitment process and beyond and is committed to the elimination of unlawful or unfair discrimination of any kind and on the grounds of sex, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, religion or belief, pregnancy and maternity, and age.

Safeguarding Statement
Somerset County Cricket Club is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff and volunteers to share this commitment. It is everyone's responsibility to keep vulnerable people safe.

As part of our safer recruitment process all relevant roles are subject to an enhanced or standard DBS check as appropriate, and two satisfactory references. We also require every staff member to undergo safeguarding training appropriate to their role. We encourage an open, welcoming environment where everyone should feel safe to express any concerns. We have a range of policies and procedures in place which promote safeguarding and safer working practice across all that we do.

Prepared by:

Name: Richard Caburn Date: November 2026