Job Description

Job Title:	Matchday Maintenance Assistant
Department:	Operations
Reports to:	Facilities Manager
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 one period. Welfare and comfort breaks will be scheduled based on your hours to be worked and the match status.

Main Purpose of Job:
To proactively maintain the facilities on event days, contributing towards the delivery of an outstanding customer experience for all those attending The Cooper Associates County Ground and other nominated Club venues.

Main Maintenance Assistant Responsibilities:

- To proactively maintain the facilities on event days, contributing towards the delivery of an outstanding customer experience for all those attending The Cooper Associates County Ground and other nominated Club venues by:
    - Reporting to the venue at the time specified by the Safety Management Team.
    - Maintaining a positive and proactive approach to the role to assist the Club in delivering the highest standards of customer service and spectator safety.
    - Undertaking a pre-match day sweep of the full Stadium to ensure readiness for opening. Targeting leftover rubbish, bird faeces and reusable cups.
    - Moving and positioning crowd barriers and spectator activation areas as directed.
    - Support the wider Grounds team on securing sight screens, laying pitch mats and moving perimeter boards as requested.
    - Undertaking regular cleaning of the concourses throughout the day.
    - Undertaking regular cleaning of the stands during breaks in play and at the end play.
    - Managing the waste bins around the concourse, removing full bags, and replacing with fresh ones.
    - Managing the waste bins at the bin stores, ensuring waste is evenly distributed, being placed in the correct bins with lids closing ready for collection.
    - Acting in a janitorial capacity; maintaining stock levels across the Stadium in all internal and external toilets and undertaking basic cleans as per the match day schedule.
    - Clean up spillages as they occur in the Stadium, using the appropriate PPE provided.

- Maintaining the smoking and vaping areas, sweeping up rubbish and regularly emptying the ash trays and bins to reduce the risk of fire.
- Overseeing freshwater provision areas if provided during extreme heat waves.
- Carrying out basic maintenance tasks as they are reported in. Examples include repairing and/ or isolating any plumbing leaks, changing light bulbs and/ or batteries.
- Undertaking deeper cleans of the Stadium if areas are not open and accessible to the public. (i.e., stand cleaning, pressure washing)
- Troubleshoot power, data, or water outages with the support of the wider Operations Team.
- Isolate gas points in the event of an emergency with support and instruction from the wider Safety Team.

- To support in managing the safety of all those attending events at The Cooper Associates County Ground or other nominated Club Venues by:
  - 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.
  - Raising the alarm for emergencies, remaining with those involved to keep them calm until further help arrives.
  - Report on any incident, accurately describing and recording what has been witnessed or experienced.
  - 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 at all times.
  - 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 followed at all times.
  - Ensuring the Club's equity, diversity and inclusion policy and standards are upheld at all times.
  - Ensuring the Club's safeguarding policies and procedures are upheld at all times.
- Take on any other responsibilities or tasks that are reasonable and within your skills and abilities 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:

- Able to take a practical approach in a range of tasks.
- Knowledge and ability to carry out simple maintenance tasks.
- Proven experience in customer-facing environments.
- Understanding of Health and Safety in the working environment.
- Ability to communicate effectively with people from diverse backgrounds.

- Be fit and active, able to carry out all activities efficiently and effectively without undue fatigue. Having the physical stamina to be able to work on your feet for long hours.
- Have excellent written and verbal English.

Desirable
- Understand cricket, in particular the etiquette of cricket.
- Manual Handling (full training will be given)
- Working at Height (full training will be given)

Personal attributes
- Acts promptly on instruction.
- Strong team-player
- Punctual
- Approachable
- 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 and 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 / Sarah Trunks Date: 10 December 2025