RECRUITMENT PACK
MATCHDAY STEWARDS

ABOUT THE CLUB

Carlisle United was founded in 1904, with Brunton Park our home since 1909.

Just nine miles from the Scottish border, we are England's most northerly professional football club. Our geography, history and people have shaped a club with a character of its own, resilient, proud, independent and ambitious.

We represent Carlisle, Cumbria's biggest city, and supporters across the county and beyond. Our fans are fiercely loyal, passionate and vocal, and they expect honesty, commitment, determination and pride from everyone who represents their club.

Joining Carlisle United means becoming part of that story. Whether you work in football, operations, commercial, community or behind the scenes, every role contributes to the experience we create for our players, supporters and wider community.

Our vision is to compete at the highest level possible as a sustainable football club that inspires pride and belongs to everyone. We want people who share that ambition and who will live our values of integrity, excellence, ambition and innovation, teamwork and respect, and pride and passion.



OUR VISION AND VALUES

TO COMPETE AT THE HIGHEST LEVEL POSSIBLE AS A SUSTAINABLE FOOTBALL CLUB THAT INSPIRES PRIDE AND BELONGS TO EVERYONE.

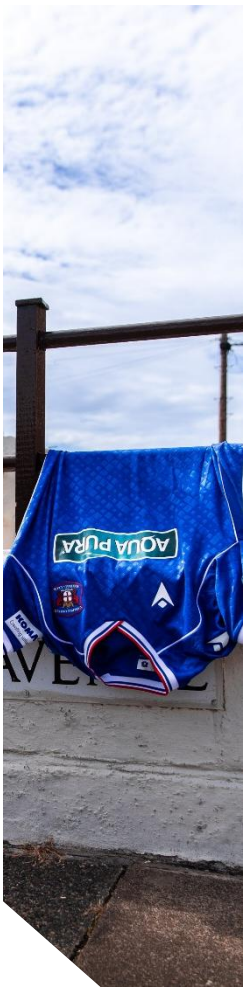
INTEGRITY
Be honest, ethical, and respectful in every interaction. Communicate transparently and act with consistency.

EXCELLENCE
We demand the highest standards in all areas on and off the pitch, in operations, and in service. Celebrating effort, execution, and continual improvement.

AMBITION & INNOVATION
Embrace new ideas and strive to lead, not follow. Aspire to grow and achieve beyond expectations. Create shared memories that inspire lifelong loyalty.

TEAMWORK & RESPECT
We work collaboratively and listen to all voices. We treat everyone with dignity, fairness and inclusivity.

PRIDE & PASSION
Represent Carlisle United with heart, purpose and professionalism.



ABOUT THE ROLE
MATCHDAY STEWARDS

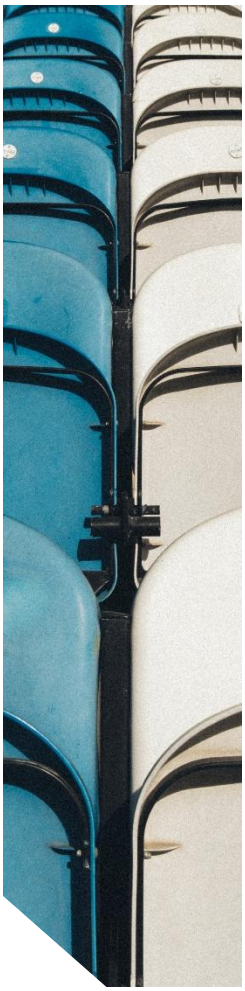
Department: Safety
Location: Brunton Park, Carlisle
Reports to: Safety Officer
Contract: Casual
Hours: All home matchdays - 4 and a half-hour shift per match

About the Role
Working on matchdays at Brunton Park enjoy paid work, full role training, practical experience and the chance to become part of a team helping us create a safe, welcoming and enjoyable experience for supporters.



Main Responsibilities
- Assist with, and be aware of, the safety, security and service needs of all spectators
- Check tickets and support safe entry and exit
- Monitor spectator areas and respond calmly to any concerns, reporting any issues to your supervisor
- Ensure spectators are adhering to the ground regulations and policies of the club
- Ensure emergency exits and gangways are always kept clear
- Identify and report any potential hazards
- Follow safety procedures and work closely with the wider matchday team

Person Specification
- A friendly, professional and approachable manner
- Good communication and teamwork skills
- Reliability, punctuality and the confidence to remain calm under pressure
- Level 2 spectator safety qualification/or equivalent
- Previous experience would be desirable, but training can be provided
- As part of the SGSA regulations, all stewards must have the ability to communicate and understand verbal and written instructions in English
- Due to the nature of the role, we can only accept applications from candidates above the age of 18



ABOUT THE ROLE
MATCHDAY STEWARDS



Safeguarding
- Carlisle United Football Club are committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.
- This role may involve working with under-18s and is subject to Enhanced Criminal Records Bureau (CRB) checks. Clearance through the FA CRB system is required before employment can commence.
- The post is exempt from the Rehabilitation of Offenders Act 1974, and applicants must disclose all previous convictions, including spent convictions.

Equal Opportunities
- Carlisle United Football Club are committed to applying its Equality Policy throughout all stages of recruitment and selection.
- Shortlisting, interviewing and selection will be carried out without regard to age, disability, gender, gender reassignment, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sexual orientation, or any other legally protected characteristic.
- Candidates with a disability will not be excluded unless they are unable to perform a duty intrinsic to the role, having taken reasonable adjustments into account.
- Reasonable adjustments will be made to the selection process to ensure that no applicant is disadvantaged because of their disability.

How to Apply
Please download and complete the application form and email it to safety@carlisleunited.co.uk

