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| The Open 2024 Recruitment Request  |
| Job Title: | Accessibility Steward Supervisor |
| Department: | Professional Championships |
| Volunteer/Paid Role: | Paid |
| Job Purpose |
| To oversee and manage the steward deployment plan across The Open venue. You will be part of a team of two Accessibility Steward Supervisors who will manage a team of up to ten Accessibility Stewards per shift across the eight days of the championship. Together with the Accessibility Stewards you will provide accessibility information to spectators within and around the perimeter of the venue, answering any questions to the best of your ability and seeking out the answers to unknown questions using available resources. |
| Job Description |
| Role and Responsibilities* Provide the Accessibility Stewards clear instructions for the duration of their shift.
* Keep the Accessibility stewards enthused during the week of the Championship.
* This is a vocal role which will see you providing assistance to passing spectators and answering questions they may have.
* After the appropriate training, be fully aware of evacuation plans for your specific area.
* Have a caring and compassionate approach to fans with any disability (including hidden disabilities) placing their safety, wellbeing, and enjoyment of the event at the heart of everything you do.
* Deal appropriately and in confidence with personal sensitive information regarding spectators with disabilities.
* Remain calm, displaying a high level of patience in challenging circumstances.
* A Frequently Asked Questions sheet will be provided to assist communicating to the public as well as a handbook and map to show you all the facilities at The Open.

Experience* Managing teams of volunteers or staff.
* Experience in communicating with customers.
* Experience of The Open and/or golf/sports events (desirable).
* Experience working within accessibility/care/elderly/disability support or similar experience (desirable).

Skills* Ability to work within a dynamic team environment.
* Good communication.
* Friendly and welcoming manner, with a high standard of customer service.
* Problem solving.
* Work well under pressure.
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