
Overview

This standard is about the efficient management of information within your area of responsibility. It covers gathering the information you need and providing information and advice to others for all arrangements relating to spectator events and venues where these events take place.

The main outcomes of this standard are:

1. Gather required information
2. Analyse information to support decision-making
3. Inform and advise others

This standard is for supervisors and staff in similar roles working at sporting or other events and crowded places at which there are spectators or audiences.

Performance criteria

You must be able to: **Gather required information**

1. gather information to aid decision-making
2. record this information according to the organisation's procedures
3. make the information you gather accessible to authorised people only
4. propose improvements to agreed procedures and pass these on to relevant stakeholders

Analyse information to support decision-making

5. analyse information to support decision making
6. differentiate between fact and opinion when presenting the results of the analysis
7. keep records for the audit trail evidencing decision making at each stage

Inform and advise others

8. obtain all the required information before informing and advising others
9. summarise the main points to the relevant people and the reason why these are important
10. give information and advice consistent with the agreed procedures
11. use reasoned arguments and evidence to support your information and advice
12. check the recipients' understanding of the information and advice
13. seek feedback from the recipients about the information and advice you provided, and use this feedback to improve the process

Knowledge and understanding

You need to know and understand: **Gather required information**

1. methods of gathering information
2. the organisation's procedures for recording information
3. the principles of confidentiality when handling information
4. how to suggest identified improvements to agreed procedures

Analyse information to support decision making

5. how to judge the accuracy, relevance and sufficiency of information required to support decision making in different contexts
6. how to identify information that may be contradictory, ambiguous or inadequate and how to deal with these problems
7. methods of analysing information and how to select the most appropriate method
8. how to analyse information to identify patterns and trends
9. how to draw conclusions on the basis of analysing information
10. how to identify the difference between fact and opinion and present these

Inform and advise others

11. type of information to obtain before informing and advising others
12. effective communication methods
13. the agreed procedures for giving information and advice
14. how to develop and present a reasoned case when providing information and advice to others
15. the importance of confirming the recipients' understanding of the information and advice
16. the importance of seeking feedback on the information and advice provided
17. how to use feedback to inform future methods of providing information and advice

Scope/range

ADDITIONAL INFORMATION

Equality and Diversity

It is anticipated that organisations will have procedures and guidelines for their stewarding staff to follow that will satisfy the following requirements as a minimum:

- different physical needs
- different cultural needs
- language needs
- beliefs

Safety, Security and Service

It is expected that all services carried out at spectator events and crowded places are done so in line with the below measures:

Safety measures: any measure designed and implemented with the primary aim of protecting the health and well-being of all client groups who attend, or participate in events

Security measures: any measure designed and implemented with the primary aim of preventing, reducing the risk and/or responding to any criminal or unlawful activity or disorder committed in connection with events

Service measures: any measure designed and implemented with the primary aim of making all client groups feel comfortable, appreciated and welcome when attending events

UK Terrorism Threat levels

It is expected that senior stewards, safety officers and similar staff holding overall responsibility for the safety and security of events will be familiar with the current UK Terrorism threat levels.

The threat level indicates the likelihood of a terrorist attack in the UK. There are 5 levels of threat:

- LOW - an attack is unlikely
- MODERATE - an attack is possible but not likely
- SUBSTANTIAL - an attack is a strong possibility
- SEVERE - an attack is highly likely
- CRITICAL - an attack is expected imminently

The level is set by the Joint Terrorism Analysis Centre and the Security Service (MI5). Threat levels do not have an expiry date, but they can change at any time as different information becomes available to security agents.

Behaviours

The following behaviours underpin the delivery of services in the spectator safety sector. These behaviours ensure that clients receive a positive impression of both the organisation and the individual.

You must show you are consistently:

1. Recognising the need for flexibility to take account of changing circumstances
2. Adjusting plans and responses accordingly
3. Prioritising objectives and planning work to make best use of time and resources
4. Making time available to support others
5. Taking personal responsibility for making things happen
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account such as challenging anti-social behaviour
8. Seeking to understand people's expectations and any additional needs and be able to cater for these
9. Taking responsibility for personal safety
10. Taking pride in delivering high quality work
11. Striving to be vigilant for possible hazards and threats
12. Encouraging and supporting others to make the best use of their abilities
13. Using a range of leadership styles appropriate to different people and situations
14. Advocating safety and welfare as a priority when planning events
15. Taking pride in your appearance and adhering to any organisation or venue dress codes
16. Complying with venues' code of conduct
17. Demonstrating your ability to maintain confidentiality
18. Showing an awareness of safeguarding issues
19. Demonstrating an understanding of basic legal requirements covering diversity and safety

Skills

Listed below are the main generic skills and qualities applied to the delivery of spectator safety.

1. Active listening
2. Effective verbal and non-verbal communication
3. Influencing and persuading others

4. Delegating
5. Diplomacy
6. Empathy
7. Empowering others
8. Ability to follow instructions
9. Leading by example
10. Resilience
11. Managing challenging behaviour
12. Mentoring
13. Motivating others
14. Negotiating and compromising
15. Obtaining and providing feedback
16. Planning and evaluating
17. Setting objectives
18. Valuing and supporting others

Links to other NOS SKASS3, SKASS4, SKASS5, SKASS7, SKASS8

SKASS9

Manage information for action and decision making for spectator events



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