

Stewarding: Control/Site Services Team

Age: 18+

Shifts: Approx 8 hours per day in a rotating shift pattern between 8 am and midnight. **Shifts have been planned so you will always be able to access part of the delegate programme.**

A Day in the Life of a Control Team Steward

It's quite tricky to describe a typical day in Control because we do so many different things.

At some point during each shift, I'll be tucked away in the quietest corner, staffing the two-way radios. Two of us always do this together because we listen to four radio channels. It's not as hard as it sounds, though, because we only must respond when they call us for help. A lot of the time, they chatter away among themselves.

The emergency phone is with the radios. It doesn't ring very often, but we answer within three rings whenever it does. The most common emergency is a lost child, but sometimes we deal with medical emergencies, and we always must be prepared for a major incident – just in case. For all emergencies, there are forms which tell us what questions to ask on the phone and who to inform to get a response started.

The other main duty we have is staffing the front desk. This will include charging the two-way radios and logging them out to team members when needed; logging out keys for venues and vehicles; issuing parking permits; receiving reports of problems around the site and writing job tickets for the appropriate people; looking after some lost or found property, and answering general questions about what and when and where.

We work around 8 hours each day, including two 30-minute breaks to eat in team catering and have a cuppa. It's challenging work, but it's great fun!