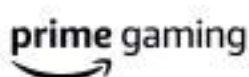




Job Description: Matchday Operations Manager

Issued 09/11/21

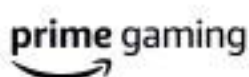
Job Title	Matchday Operations Manager
Department	Matchday
Reports To	Chief Executive Officer & Matchday Safety Officer
Direct Reports	Club Secretary, Commercial Manager, Head of Ticketing & Retail, Head of Conference & Banqueting, Bar Managers, Concession Franchisee, Stadium Service Staff, Supporter Liaison Officer, Disability Supporter Liaison Officer, Matchday Volunteers, Supporters Association.
Key Contacts	<u>Internal</u> – CEO, Matchday Safety Officer, Stewards, Club Secretary, Commercial Manager, Head of Ticketing & Retail, Head of Conference & Banqueting, Bar Managers, Stadium Service Staff, Supporter Liaison Officer, Disability Supporter Liaison Officer. <u>External</u> – Opposition Clubs, Regulatory Bodies (EFL, The FA,) Local Authorities Concession Franchisee, Supporters Association, Other Key Stakeholders.
Budgetary Responsibilities	Responsibility for matchday operations budgets.
Location	Based at The Lamex Stadium, Broadhall Way, Stevenage, Hertfordshire, SG2 8RH..
Hours	2 – 2.5 days per week, to include all Stevenage FC matches staged at The Lamex Stadium. Due to the nature of the post, evening and weekend will be required.
Job Purpose	To be responsible for the organisation, planning and delivery of exceptional matchdays at The Lamex Stadium. The primary focus of the role shall be to ensure a safe, efficient and customer focused matchday is delivered across all operational areas including but not limited to; ticketing, retail, bars, hospitality, concessions, stadium safety, as well as all relevant matchday engagement and entertainment activities.
Remuneration	Salary commensurate with skills and experience.





Roles & Responsibilities: Matchday Operations Manager

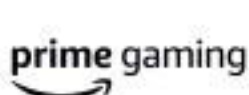
Role Responsibilities & Key Duties	
1	To lead the planning of each individual Stevenage FC matchday at the Lamex Stadium, ensuring all relevant departments are prepared to deliver exceptional matchday experiences. .
2	To identify risks in advance of a matchday and implement effective solutions.
3	To carry out pre-match checks throughout the stadium in advance of a matchday, ensuring the stadium is ready for all matchday users.
4	To act as the central point of contact for staff on a matchday.
5	To form part of the Matchday Senior Leadership Team and Crisis Management Team, with responsibility for both minor and major decision making.
6	To ensure that all users attending matches at the Lamex Stadium comply with relevant COVID operating procedures.
7	To assist in the training of staff in relation to matchday operations, health & safety, safeguarding and COVID protocols.
8	To ensure a safe environment is provided for all users, ensuring that safeguarding and wellbeing is a key pillar of matchdays.
9	To forge close links with the SLO & DSLO, ensuring key messages and feedback are communicated effectively between the Club and its supporters in respect of matchdays.
10	To assist in the review and development of matchday related policies and procedures, ensuring compliance with the latest regulatory legislation.
11	To ensure that supporters are central to the matchday experience and excellent customer service is received across all touch points.
12	To assist in the delivery of matchday engagement activities including but not limited to pre-match, half time and post-match events.
13	To provide support to matchday hospitality staff, ensuring excellent customer service is delivered at all times to hospitality guests.
14	To consistently seek to improve all matchday operational areas both in terms of service, spend and deliverables.
15	To support in relevant post-match reporting and review processes.
16	To oversee the implement the Club's Matchday Medical Bio-Security Plans.
17	To develop and implement quality assurance processes.





Person Specification - Matchday Operations Manager

Qualifications		Essential	Desirable
1	A strong academic or public/civil service background, preferably to degree level (or equivalent).	Y	
2	Safeguarding & Child Protection.	Y	
3	Health & Safety / Risk Management qualification (IOSH or equivalent)..		Y
Skills, Knowledge & Experience			
4	Experience of delivering events and/or running operations.	Y	
5	Knowledge or experience of football operations and regulations.		Y
6	Exceptional administrative and organisational skills.	Y	
7	Solid facility/logistical/operational management experience in a service sector/football environment	Y	
8	Valid full UK driving licence.		Y
9	IT Skills to include a very high level of competence using Excel, Word, and PowerPoint.	Y	
10	Experience of planning, delivering and organising logistical requirements in relation to events.	Y	
11	Ability to liaise empathetically and effectively with staff, senior management and a diverse range of customers.	Y	
Attitude/Behaviours			
12	A professional “can do” attitude with strong organisational and administrative skills.	Y	
13	A decision-making leader.	Y	
14	A desire to seek solutions.	Y	
15	A genuine team player.	Y	
16	Empathy with young people and their challenges.	Y	
Personal Qualities			
17	A dynamic, hardworking and enthusiastic individual.	Y	
18	Excellent communicator.	Y	
19	Proactive decision maker.	Y	
20	Takes responsibility for ensuring a high quality of work.	Y	
21	Demonstrated enthusiasm and is personally committed to achieving agreed objectives.	Y	
22	Is receptive to feedback about their own behaviour, strengths and areas for self-development.	Y	
23	Displays a high level of confidentiality.	Y	
24	Meticulous attention to detail.	Y	
25	Flexibility and willingness to learn.	Y	
26	Loyal and committed.	Y	





Application Process: Matchday Operations Manager

Application Instructions	<p>Interested applicants should write to or email to the Club outlining their suitability for the role in the form of a Cover Letter and submit a copy of their C.V.</p> <p>Application Postal Address: FAO Molly Bryant, Stevenage Football Club, The Lamex Stadium, Broadhall Way, Stevenage, Herts, SG2 8RH.</p> <p>Email Applications to: info@stevenagefc.com</p>
Application Deadline	5pm – 17 th December 2021
Interview Date	W/C 20 th December 2022
Role Start Date	January 2022
Employability Statement	<p>Stevenage Football Club is committed to being an equal opportunities provider and welcomes applicants from all members of the community. Should you require assistance with your application please contact the Club in advance of your submission.</p>
Equal Opportunities Statement	<p>Stevenage Football Club is an equal opportunities employer and staff will be regarded equally and will be given equal opportunities irrespective of sex, age, race, religion or belief, marriage or civil partnership, disability, sexual orientation, gender reassignment, pregnancy or maternity, ethnic or national origin.</p> <p>Further training on Anti-Discrimination and Inclusion is available to all.</p>
Safeguarding Statement	<p>Stevenage Football Club is committed to safeguarding the welfare of children and young people and expects all staff and volunteers to endorse this commitment.</p> <p>This post requires Enhanced Criminal Records Checks and may include checks against the Barred Lists, as such it is exempt from Rehabilitation of Offenders Act (1974). Therefore all convictions including spent convictions that have not been subject to filtering by the DBS should be declared”.</p> <p>Relevant information and / or documents will be distributed as part of the recruitment process.</p>

