



**Job title: Head of Operations**

**Reports to: Managing Director**

AFC Wimbledon opened a brand-new stadium – The Cherry Red Records Stadium - in Wimbledon, South West London, in 2021.

The stadium is designed to deliver excellent facilities for supporters, players, guests and staff with a year-round roster of football, rugby as well as an expanding conference & event schedule.

Our men's team play in EFL League 2, with our Women's Team playing in the FA Women's National League – South (Tier 3).

We are seeking an experienced and dynamic Head of Operations to oversee and manage all aspects of stadium operations, including cleaning, maintenance, security, IT, grounds maintenance, and health & safety.

The successful candidate will play a critical role in ensuring the smooth functioning of the stadium, supporting sporting events, and other large-scale activities.

This position requires strong leadership skills, excellent problem-solving abilities, the ability to multi-task, experience in budget management, and a comprehensive understanding of stadium operations.

The successful candidate will sit on the club's senior management team.

The successful candidate will be expected to work at the stadium five days per week.

#### **KEY RESPONSIBILITIES**

- Club Strategy – Contribute to and help deliver the Club's business objectives.
- To ensure the Club's responsibilities are well planned and executed to ensure client satisfaction.

- Operational Management - Coordinate and supervise the day-to-day operations of the stadium, ensuring all facilities and services meet the required standards and comply with regulations.
- Team Leadership - Lead, train, and motivate a diverse team of operations personnel. Conduct performance evaluations and provide guidance for career development.
- Cleaning – Oversee the soft services delivery including cleaning, waste management, washroom services and pest control. Ensure all areas of the stadium are clean, safe, and well-presented.
- Maintenance - Oversee the maintenance team, ensuring that all stadium assets are sustained and maintained, scheduling works accordingly. Work within the SFG20 framework ensuring the maintenance schedules are completed accordingly.
- Security - Work closely with the security team to ensure the safety and security of all stadium visitors, staff, and assets. Develop and implement security protocols and respond to emergencies as needed.
- IT Systems - Collaborate with the IT team to ensure the reliability and security of all technology systems, including networks, systems, ticketing, communications, digital, visual and audio.
- Grounds Maintenance - Supervise the grounds maintenance team, ensuring the stadium's playing pitch and surrounding areas are in optimal condition for events. Oversight of the club's training ground off-site is also a key requirement.
- Health and Safety - Implement and enforce health and safety policies and procedures. Ensure compliance with all relevant regulations and conduct regular safety audits.
- Event Coordination - Work closely with event managers / coordinators to ensure seamless operations during events, including managing logistics, staffing, and crowd control.
- Budget Management - Develop and manage budgets for operations, ensuring cost-effective use of resources. Monitor expenses and identify opportunities for efficiency.
- Stakeholder Collaboration - Collaborate with internal and external stakeholders, including vendors, contractors, and local authorities, to ensure successful stadium operations.
- Continuous Improvement - Identify and implement opportunities for operational improvement, innovation, and sustainability.

## **QUALIFICATIONS & REQUIREMENTS**

- Education - Bachelor's degree in Business Administration, Operations Management, Facility Management, or a related field is preferred.

- Experience - In the region of 10 years' experience in operations management, in a sports stadium or large event venue setting.
- Leadership Skills - Demonstrated ability to lead and manage a diverse team effectively. Strong interpersonal and communication skills, with a positive 'can do' attitude.
- Regulatory Knowledge - Understanding of health and safety regulations, security requirements, PPM compliance standards, COSHH and facilities regulations is expected.
- Technical Proficiency - Knowledge of IT systems, security protocols, and facility management software is desirable.
- Financial Acumen – Ability to develop budgets, understand P&L and financially manage a department is required.
- Problem-Solving - Strong analytical and problem-solving abilities. Ability to respond quickly to operational challenges and emergencies.
- Customer Focus – Must be able to demonstrate the ability to enhance the customer experience.
- Flexibility - Ability to work irregular hours, including evenings and weekends, to accommodate event schedules.
- Physical Requirements - Ability to move throughout the stadium and access various areas as needed.

**Salary range: competitive subject to qualifications and experience**

The role will be offered on a permanent basis working 37.5 hours per week including match days and event schedule, and will be based at the stadium.

**Closing date: Sunday, 12 May, 2024**

**First interviews: wc 20 May**

**Second / final interviews: early June**

**Ideal start date: 1 July 2024.**

**If you believe you have the right skills for this position please apply by sending an up to date CV with covering letter to Tom Beswick at EISG [Tb@eisg.com](mailto:Tb@eisg.com)**

**POLICIES**

**AFC Wimbledon is committed to safeguarding all children, young people and adults are risk involved in its activities and events. The group recognizes its responsibility to safeguard the welfare of vulnerable groups by a commitment to procedures to protect them. The group additionally expects all staff and volunteers to fully support and promote these commitments.**

AFC Wimbledon is committed to the principle of equal opportunity in employment and its employment policies for recruitment are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity/paternity, race, religion or belief, sex or sexual orientation.

