



POSITION DESCRIPTION

Job Title	Operations Manager
Responsible to	CEO
Behaviours that Build Relationships with	admin staff, match day staff, commercial partners and supporters, contractors
Job Description	
Location	Northfleet, Kent
Working pattern and Work base	Full time Will be required to work flexible hours including evenings and weekends.
Summary	<p>As Ebbfleet United FC take its next step forward, the Club is in search of a driven, high-performing Operations Manager to take the Club to the next level.</p> <p>The successful candidate will be required to oversee the day-to-day operations across the different areas of the organisation (food and beverage, retail, commercial, ticketing events, administration).</p>
Responsibilities	<p>General Operations</p> <ul style="list-style-type: none"> • Reporting to the CEO • Delivering and inspiring outstanding off-field operations and targets. • Developing improved operational control systems alongside the finance team. • Plan, manage and deliver a best-in-class match day experience and set of associated operational standards. • Responsible for managing the respective departments within the Club (retail, ticketing, commercial, hospitality, food and beverage, events, media and matchday operations). • Developing and managing the existing match day and non-match day volunteer base and integration. • Working to deliver commercial targets and business development goals. • Working alongside relevant governing bodies to ensure licensing and accreditation are current. • Leading development of a 7-day-per week programme of stadium activity including conferencing, functions and stadium events. • Proactively defining, monitoring and delivering stadium/facility maintenance plans to standard and budget with a hands-on approach. • Directly line managing all contractors to agreed standards and targets.

	<ul style="list-style-type: none"> • Overall responsibility for H&S including fulfilment of relevant stadium/facility criteria. • Ensuring that all stadium/facility regulatory and safety criteria are kept up to date. • Managing and overseeing work that is carried out on stadium/facilities to specification. • Managing stadium/facility security and cleaning for both event and non-event days. • Planning and leading contract procurement for good value and high standard outcomes. • Undertaking other responsibilities as may be required by the company from time to time.
Person Specification	
Qualifications and experiences	<ul style="list-style-type: none"> • Must have a full UK driver's licence; • Must have previous experience working in a similar role at a professional sports club or venue
Skills required	<ul style="list-style-type: none"> • Strong IT skills • The ability to work calmly under pressure • The ability to work safely and effectively • To always adhere to confidentiality and data protection procedures • The ability to show initiative, be proactive and work independently • A high work ethic with total commitment to a thorough approach to both data collection and analysis.

Ebbsfleet United FC strives to ensure it provides an environment where everyone's rights, dignity and individual worth is respected and takes a zero-tolerance approach to any form of discrimination. Equal Opportunity is an integral part of our recruitment and selection process, and we welcome applications from all individuals who feel they meet the core requirements of the role. All appointments will be made on merit of skill and experience relative to the role.

If you are interested in the role, please email a copy of your CV and a covering letter to careers@eufc.co.uk.

The cut-off date to apply for this role is Friday 14th June 2024.