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| **Job Description**  Operations Manager | wru2wru2wru2 Logo  Description automatically generated |

| **JOB DESCRIPTION** | |
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| **Job Title** | Operations Manager |
| **Salary** | TBC |
| **Location** | Primary base is Rodney Parade, Newport. |
| **Hours of work** | 35 hours week; Normally Monday to Friday, 9am to 5pm, with work required on match days. |
| **Responsible to** | Managing Director |
| **Responsible for** | N/A |
| **Contractual Status** | Permanent, Full Time (subject to 6-month probationary period) |
| **Role Summary** | Responsible for operational aspects of Dragons Rugby, ensuring the safe and cost- effective operation of the company’s venues.  Responsible for supporting the safe delivery of all stadium events and ensuring that relevant internal and external agencies or individuals are involved with venue event planning and that a co-ordinated approach is maintained throughout.  The role will also support in the liaison with Local Authority departments to maintain a safety certificate issued under the Safety of Sports Grounds Act 1975 for playing rugby and staging other events in a designated sports ground, requiring a Special Events Certificate. This aspect of the job will be supported by a Match Day Safety Officer. |
| **Key Relationships** | * Managing Director * Rugby General Manager * Commercial Manager * Events & Hospitality Manager * Community Manager * Ticket Office Manager * Finance Team * Match Day Safety Officer * External suppliers |
| **Key Responsibilities, Tasks and Activities** | * Plan and support a structured match day operation, adopting a co-ordinated approach involving all departments and external support teams/individuals to develop an agreed match day running order and other planning protocols. * Plan and manage all operational aspects of stadium conferencing and events, liaising with additional agencies e.g., concert production company etc. as required. * Work closely with the Match Day Safety Officer to ensure that they are able to fulfil his role and responsibilities and ensure that the requirements of the Stadium Safety Certificate. * Support the production of operational and safety documentation required by the designated sports ground Local Authority Safety Certificate. This process will require knowledge of the Guide to Safety at Sports Grounds (Green Guide) to ensure compliance with national standards and requirements of the Council Safety Advisory Group (SAG); * Ensure all external agencies, such as medical and ambulance crews, stewards and security, Police etc. are communicated with appropriately to guarantee that all events have suitable representation in place from all agencies and compliance is maintained. * Support with the company Health and Safety committee, ensuring processes are developed and adhered to across all sites and departments. * Project manage stadium improvements or large maintenance contracts to ensure that best value is achieved and effectively monitored. * Manage the supplier management process, developing key relationships, driving cost reduction and service delivery. |
| **Continued Professional Development** | The Dragons are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience. |

| **PERSON SPECIFICATION** |  |
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| **Experience** | * Ideally, a minimum of 1 year’s experience in a similar role/function within a professional organisation * Proven experience of developing and implementing facility management strategies. * A willingness and ability to provide assistance across a range of departments. * Strong understanding and operational experience of Health and Safety management. |
| **Skills & Qualifications** | * Excellent IT skills, especially Microsoft Excel * Experience of accounting software, preferably Access Dimensions * Personable and professional manner * Ability to work to tight deadlines * Ability to prioritise key tasks * Excellent organisational skills |
| **Key Competencies** | * Team working and personal impact * Self-motivation and confidence * Flexibility and adaptability * Planning * Attention to detail * Communication and influencing |
| **Other** | * An understanding of individual responsibility in complying with the Health and Safety policies and arrangements |

| **Acknowledgement** | | |
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| **Employee Signature:** | **Name:** | **Date:** |
| **Line Manager Signature:** | **Name:** | **Date:** |

**The job description is subject to change pending review by the role holder and their line manager.**