



Torquay United Football Club

Head of Operations

July 2024

Torquay United Football Club is a professional association football club based in Torquay, Devon, England. As a club whose inception was in 1899 it has a proud history and standing within South Devon and across the football pyramid. The club is embarking on a new era within its history with the community at the core of its focus. The role outlined is pivotal for the club in terms of growth and perception of the football club.

We are a small team and our employees work together as an integrated team, under the leadership of the Chief Executive Officer. Employees have key objectives to offer the highest standard of service and administration to our customers and supporters; maximise income available through sponsorship, events and advertising; and enhance the reputation of the club locally and on a national basis both on and off the pitch.

Job Title	Head of Operations
Line Manager	Chief Executive Officer (CEO)
Contract	Permanent 37.5 hour per week must be available for evening and weekend when required.
Salary	£45,000 - £50,000
Holiday Entitlement	28 days
Key Internal Relationships	CEO, Commercial Manager, Club Secretary, Finance, External HR, First Team Manager, Marketing and Media Manager, Retail, Ticket Manager, Groundsman, Maintenance, Cleaning departments and Bar Manager

The Football Club is recruiting for highly motivated, driven individual to help drive the club off the pitch which will in turn support what happens on the pitch.

Purpose of the Job:

The role will be to manage the Football Club Operations on a day-to-day basis across the matchday, events, and hospitality functions, as well as facilities management of the Plainmoor site, including pitch and groundskeeping. The postholder will engage with internal and external partners to develop and implement a small but high-performing team, ensuring the club is run as efficiently as possible, and delivering a high-quality experience across matchdays, events and hospitality.

Main Roles & Responsibilities

- Provide operational support to all departments of the football club.
- Stadium and facilities management.
- Day-to-day venue operations and facilities management at Plainmoor Stadium.

- Proactive oversight of building maintenance across Plainmoor Stadium.
- Oversee unexpected maintenance issues, to include arranging repairs.
- Ensure proactive engagement with internal staff or external contractors to ensure that maintenance responsibilities are undertaken in a timely, cost effective and competent manner.
- Lead weekly operations meeting.

Take an active role in the compliant documentation of Health and Safety matters, to include:

- Health & Safety Policy
- Safe Systems of Work
- Recording of Risk Assessments
- Preventative Maintenance and Safety Schedules - Fire Safety compliance
- Alarm and detection systems

Business delivery

- Contribute to the development of the club's strategy and lead development in all operations to ensure that the club achieves its objectives, vision and annual business plan.
- Delivers the business plan key strategic objectives across all relevant functional areas including: match day, hospitality, non-matchday events and functions, people management / HR, administration, risk and compliance.
- Develops and implements all necessary policies and procedures to facilitate management control and to ensure that all internal operations achieve their business objectives.
- Leads on major project / change management initiatives ensuring, where applicable, robust business cases are submitted to the CEO for review.
- Develops and control operational budget to ensure that the club has all the resources required to meet its objectives.
- Liaises with external bodies and partners regarding the operation and continued development of the club, developing partners and business links.
- Ensures compliance with grant funding partnership KPIs and conditions.
- Ensures the matchday and non matchday experience provide best service.
- Ensures all services provided to Torquay United FC are best value.
- Leads the departments, providing support where necessary.
- Strong, inclusive leadership and management skills.

Key Skills:

- Ability to build effective relationships with key decision makers and stakeholders.
- Strong, inclusive leadership and management skills.
- Engages effectively both internally and with external organisations.
- Innovate, creating opportunities for the club within the local community.
- Inspires staff and builds dynamic and cohesive teams.
- Ability to lead on strategic development and project change management.
- Implements effective processes and systems.
- Ability to manage high workloads and competing priorities.
- Excellent communication and negotiating skills.
- Works effectively with the club's committees and volunteers.
- Represents the club in a professional manner.
- Communicates effectively with the club's co-owners, stakeholders, and partners.
- Manages appropriate levels of operational effectiveness and service delivery.

Knowledge & Experience:**Essential:**

To be able to deliver this role, there are skills and experiences we are looking for are:

- Experience running a sports club, large venue space or hospitality venue.
- Educated to degree level or equivalent
- High level of attention to detail.
- Good time management and organisational skills
- A 'can do' attitude/mindset and flexibility to work additional hours if required
- A genuine team player.
- Highly effective communication and organisational skills.
- A hardworking and enthusiastic individual.
- Displays a high level of confidentiality.
- Trustworthy and adherence to codes of conduct and ethics.
- Flexibility with working hours required to meet demands of the role.
- Process driven individual.

Desirable:

- Industry recognised qualification in health and safety and/or crowd management.
- Experience of working with football industry
- Experience working within operations
- Experience with IT and a range of software, including but not limited to, all Microsoft Office programmes and Email.
- Exceptional organisation and planning skills and the ability to build effective working relationships.
- A full, valid UK driving licence and access to a suitable vehicle.

Safeguarding Statement:

Torquay United Football Club is committed to safeguarding the welfare of children and young people and expects all staff and Volunteers to endorse this commitment. This post requires a Basic Disclosure and Barring Service Check (DBS) 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”.

Equality, Diversity and Inclusion:

Torquay United Football Club's commitment to Equality, Diversity and Inclusion is to confront and eliminate discrimination whether by reason of age, gender, gender reassignment, sexual orientation, marital status or civil partnership race, nationality, ethnicity (race), religion or belief, ability or disability, pregnancy or maternity and to encourage equal opportunities (Protected Characteristics, Equality Act 2010).

Employees of Torquay United Football Club must ensure a positive commitment towards equality, diversity and inclusion by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relationships between all internal and external stakeholders.