

JOB DESCRIPTION

JOB TITLE:	Football Operations Manager
DEPARTMENT:	Football Department
REPORTS TO:	Director of First Team Management Operations
LOCATION:	Manchester

Job purpose

To manage and oversee the operational delivery of all aspects of UEFA away match travel, overseas tours (pre and post season), some domestic away games, cup semi and final event plans and UEFA home matches, creating event plans that maximise all available assets and inventory to ensure that:

- Football department KPI's are met
 - Financial controls are in place and budget targets are delivered
 - Efficiencies are realised
 - Club Competition obligations are met eg UEFA, The FA etc
 - Communication and cross functional planning across the business is effectively managed
 - Continuous learning is embedded into our culture of event management through an effective debrief process
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Key responsibilities

- Managing all aspects of overseas event operations and logistics for UEFA away matches and pre and post season tours. Working cross functionally to ensure that event plans are in place to maximise all available assets and inventory and to deliver on agreed performance targets.
- UEFA match management and UEFA main contact. Acting as the principal point of contact for UEFA in relation to home and away matches including UEFA delegate liaison and management.
- Managing all site inspection visits for UEFA away matches, pre and post season tours, ensuring that all the requisite information is collated and shared internally with key personnel.
- Liaising with key internal stakeholders to ensure that all requirements are met for each event type.
- Attendance at UEFA draws and workshops.
- Management of Cup Semi and Final planning and delivery.
- Assisting with the logistics planning for domestic away games where required.
- P/L management - Setting budgets and assigning resources; ensuring compliance with finance policies.

General responsibilities

- Compliance with Club policies.
 - Compliance with the Club's health and safety procedures.
 - To undertake such other duties as may be reasonably expected.
 - To maintain professional conduct at all times.
 - People management and development.
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Key relationships

- Director of Football / First Team Management / First Team Manager / Coaching and Backroom Staff.
- Internally within the football department – to ensure that all relevant department personnel are engaged and briefed on key event plans.
- Operations Director – to ensure that all operational plans are shared and risk is identified and managed.
- Sales, Service and Operations – to ensure that KPI's are understood and delivered on.
- Head of Tours and Friendlies - to ensure that tour operational plans are shared and risk is identified and managed.
- Head of Protocol – to ensure that protocol is observed and event plans align with CEO and protocol requirements.
- Safety and Security Manager – to ensure that event plans are developed with a clear focus on safety and security for each constituent part of the travelling party
- Finance department – to ensure that appropriate financial controls and policies are in place and adhered to.
- Partnerships team and other commercial departments – to ensure that requirements are met.
- Opposition clubs – to ensure that communication with opposition clubs in European competition is streamlined and coordinated.
- The FA, Football League and UEFA – main contact in relation to event management and delivery through effective communication to ensure that the club is represented professionally in all dealings with governing bodies.
- Tour and Friendlies Tournament Promoters - main contact in relation to operational delivery and management through effective communication to ensure that the club is represented professional in all dealings with promoter partners.
- Travel Supplier – to ensure the effective management of all travel plans.

Scope of job

- One direct report (Football Operations Coordinator).
- Responsibility over cross functional planning teams.
- Direct budgetary responsibility for non-football UEFA and Cup travel and logistics.

Person Specification

Job Title: Football Operations Manager

Department/Location: Manchester

Knowledge:
<p><u>Essential</u> Detailed knowledge of event operations and professional sports team logistics (ideally professional football team) and tour operations.</p> <p>Financial and budgetary management.</p> <p><u>Desirable</u> Knowledge of Premier League, FA, Football League and UEFA rules and regulations.</p>
Technical/work-based skills:
<p><u>Essential</u></p> <ul style="list-style-type: none"> • Project management skills. • High degree of competency in relation to event management. • High degree of IT literacy. <p><u>Desirable</u> At least one foreign language from Spanish, French, Italian or German.</p>
General skills and attributes:

Essential

- Flexible and adaptable.
- Calm and measured when working under pressure.
- Attention to detail.
- Team working – effective at leading project teams and working cross functionally.
- Strong work ethic and can do attitude - Proactive and solution orientated.
- Effective and confident communicator.
- Successful candidates will need to show excellent communication skills, both written and verbal, as they will be expected to interact with a number of key internal and external people.
- Candidates should be methodical and have excellent organisational skills as they will be expected to manage and organise a large number of tasks simultaneously.
- Have the ability to work in a fast moving, changing environment.

Experience:

Essential

Significant and demonstrable experience in sports team event management and overseas logistics.

Desirable

Experience of working at Federation Level within professional sports environment.

Qualifications:

Desirable

Degree educated.

Professional qualification in event or project management.