Events and Operations Manager

# PURPOSE OF THE JOB

As a key member of the Club’s management team, you will manage the operation and delivery of the Events/ Catering requirements at Northamptonshire County Cricket Club. The role is focused on ensuring all events at The County Ground operate smoothly, whether that be a wedding, function, concert, or a cricket matchday in its varying formats and duration. You will work with our current catering partner Portfolio Events along with the Event Supervisors and NCCC event staff. Ensuring each function runs as smoothly and efficiently as possible, creating an exceptional experience for all who visit the club for matchdays and non-cricketing events.

# SAFEGUARDING STATEMENT

Northamptonshire County Cricket Club is committed to safeguarding and protecting the children and young people we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services.

# KEY RESPONSIBILITIES

* To monitor actual expenditure against budgets for the operational areas of the Club, and to prepare and provide all relevant financial information and reports. To achieve the events sales and profitability.
* Prepare for events as per the client’s specification and plans. Including, but not exclusively limited to, the preparation of event spaces and kitchens.
* Co-ordinate events in a professional and personal way, liaising with clients on the day to ensure the event runs smoothly and effectively and oversea with the set up and breakdown process.
* To assist the Chief Executive in developing and maintaining relevant Club standards, rules and regulations, and policies and procedures relating to health & safety and financial management and control, and to ensure that all Club employees, suppliers, customers and visitors understand and adhere to these policies and procedures.
* Manage and operate hospitality areas on match days to a very high standard. Ensuring all guests have a first-class experience.
* Secure ‘concessions’ for matchdays agreed and a financial model for each partner.
* Preparing function rooms to a high standard ensuring Portfolio Events prepare correctly as per the client’s requirements.
* To ensure high level of positive feedback and repeat business for NCCC.
* Achieve performance targets set through the Experience Cricket Annual feedback.
* Keeping back of house areas organised, clean and tidy at all times.
* Deliver on-the-job staff training as required, ensuring operational excellence.
* Maintain a courteous demeanour and always enjoy rapport with club guests, clients and supporters, ensuring their overall comfort, safety and experience is your upmost importance.
* Maintain a high level of personnel presentation and hygiene at all times. Ensure event staff as presented to the same standard.
* Oversee presentation of event areas, paying special attention to possible hazards.
* To maintain records of staff timesheets, holiday rotas and absences.
* Any other duties as required, in ensuring delivery, to achieve the objectives and targets of the department.
* Be flexible to work weekends and evenings as required for events to be executed to their full potential.

# ESSENTIAL REQUIREMENTS

* Proven leader
* Hospitality/Catering background with a minimum of 3-year experience in a management role.
* Experience of Operating large scale events of 300+people preferred but not essential.
* Experience of working within Sports Stadium advantageous.
* Meticulous organisation with exceptional attention to detail.
* Excellent attitude to work in a varied and exciting environment.

# THE ROLE

Job Type: Full Time, Permanent

Remuneration: Circa £40,000 to £45,000 per annum dependent upon experience

Closing Date: 19th January 2024

**To apply please send your CV and 1 Page Cover Letter to:**

**HR@nccc.co.uk**

*NCCC is committed to being an equal opportunity employer. All qualified applicants will receive consideration without regard to race, colour, sexual orientation, gender identity, disability, national origin, religion, sex, and or other legally protected status.*