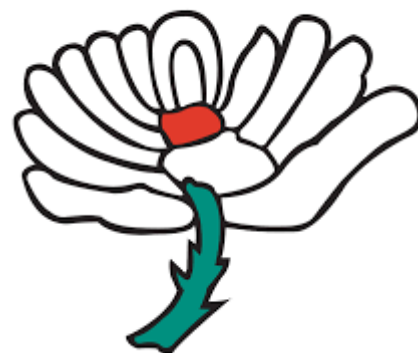


JOB DESCRIPTION

The Yorkshire County Cricket Club



Job Title:	Head of Hospitality and Event Operations
Department	Operations
Reporting Line:	Director of Operations
Salary Band:	4 Head of Department
Location	Headingley Cricket Ground
Employment Type	Permanent - Full Time

Job Purpose

The Head of Hospitality and Event Operations leads on all match day hospitality, concessions and event operations at Headingley Cricket Ground, building and maintaining effective relationships with relevant partners and working to attract new business to create a full schedule of events (e.g. conferences, workshops, celebration events) at Headingley Cricket Ground.

Key Responsibilities

Area	Responsibilities
Management	<ul style="list-style-type: none">- Act as the primary contract manager for the Club's food and beverage concession and match day hospitality partners (delivery partners)- Build and maintain effective and collaborative relationships with all relevant delivery partners- Ensure effective contract management of delivery partners including regular monitoring of agreed service levels and KPIs- Work with Commercial team to review and refine pricing and packaging strategies with delivery partners to ensure these strategies remain competitive, offer value-for-money and align with the Club's customer experience standards- Work with delivery partners to ensure timely resolution of any contract matters- Work with delivery partners to ensure all contractors undertake appropriate training, due diligence and onboarding- Build and manage the annual hospitality and events budget
Operations	<ul style="list-style-type: none">- Oversee the food and beverage concessions at each match day and event at Headingley Cricket Ground ensuring partners deliver the agreed levels of service

	<ul style="list-style-type: none"> - Oversee the hospitality operations at each match day and event at Headingley Cricket Ground ensuring partners deliver the agreed levels of service - Plan, coordinate and execute events such as conferences, celebration events and workshops, at Headingley Cricket Ground, working with partners to ensure delivery against all service levels and KPIs - Responsible for recruitment and management of hospitality and events operational employees (including casual employees)
Development	<ul style="list-style-type: none"> - Support the identification of new business to diversify and increase the Club's schedule of events at Headingley Cricket Club - Promote and monetise relationships and opportunities to move into higher products, and proactively cross-sell and up-sell other commercial products and services - Collaborate with all departments to develop innovative event concepts and personalised services
Customer Experience	<ul style="list-style-type: none"> - Working with delivery partners and other internal departments to create a memorable and enjoyable experience for all guests and supporters - Proactively seek to enhance all areas of the customer journey for guests and supporters
People Management	<ul style="list-style-type: none"> - Model and advocate company vision and values - Make and communicate decisions clearly, be accountable for those decisions and empower team members to make good decisions in their areas of responsibility - Motivate and engage team members by setting and maintaining clear standards and expectations - Model and implement all relevant policies and procedures - Model and implement effective communication within team and across the company
Safeguarding	<ul style="list-style-type: none"> - Demonstrate, at all times, a commitment to safeguarding children and adults - Contribute to the implementation of the Yorkshire Cricket Safeguarding policy - Report any safeguarding concerns in accordance with Yorkshire Cricket's Safeguarding Report Management Procedure
Equality, Diversity and Inclusion	<ul style="list-style-type: none"> - Demonstrate, at all times, a commitment to equality, diversity and inclusion behaviours, decision-making and working practices - Advocate the values of safety, dignity, fairness, equality and respect - Contribute to the implementation of the YCCC EDI Strategy

Please note: This is not an exhaustive list and the role may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the company.

Key Relationships / Stakeholders

Delivery partners
Event planners and promoters
Leeds Rhinos Rugby Club
Clients and guests

Job Specification

Essential Criteria	M/C
5+ years demonstrable management experience in a hospitality, event planning or related field	<input checked="" type="checkbox"/>
Demonstrable contract management experience	<input type="checkbox"/>
Demonstrable budget management experience	
Previous experience in a commercial setting including business development or commercial pricing	<input type="checkbox"/>
Desirable Criteria	
Previous experience working in the sports industry / sport venue	

Core Competencies

Time management	<input checked="" type="checkbox"/>	Ability to influence and negotiate	<input type="checkbox"/>
Attention to detail	<input checked="" type="checkbox"/>	Analytical skills	<input type="checkbox"/>
Confidentiality and discretion	<input type="checkbox"/>	Leadership skills	<input type="checkbox"/>
Interpersonal and communication skills	<input checked="" type="checkbox"/>	Initiative and proactive	<input checked="" type="checkbox"/>
Teamwork	<input type="checkbox"/>	Creativity and innovation	<input type="checkbox"/>
Flexibility and adaptability	<input checked="" type="checkbox"/>	Accountability	<input type="checkbox"/>
Able to work autonomously	<input type="checkbox"/>	Written communication	<input type="checkbox"/>

Essential Certificates and Checks

Drivers License	<input type="checkbox"/>	Disclosure Barring Service Check	<input type="checkbox"/>
First Aid Qualification	<input type="checkbox"/>	ECB Coaching Qualification	<input type="checkbox"/>

