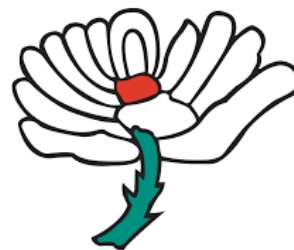


JOB DESCRIPTION

The Yorkshire County Cricket Club



Job Title:	Venue Operations Manager
Department	Operations
Reporting Line:	Head of Venue Operations
Salary Band:	3 Manager
Location	Headingley Stadium, Leeds
Employment Type	Permanent - Full Time

Department Overview

The Operations Department is a crucial part of The Yorkshire County Cricket Club, playing an integral role in the delivery of all matches and events held at Headingley Cricket Ground including International and Domestic Cricket matches. Regardless of the event, the Operations Department ensures smooth delivery, whilst creating a safe, inclusive and enjoyable environment for those in attendance. The Operations Department's ambition is to ensure Headingley Cricket Ground is a world-class destination venue known for delivering an unparalleled customer experience.

Job Purpose

The Venue Operations Manager will lead the planning and delivery of fixtures, events and major matches at Headingley Cricket Ground and partnering out grounds.

The Venue Operations Manager will take responsibility for a number of key major matches /events throughout the season; implementing effective, integrated project planning, contract and budget management and match/event day delivery.

Liaising with relevant internal departments and developing good working relations with external stakeholders is key to success. Planning and organisation is at the core of this role.

Key Responsibilities

Area	Responsibilities
Project (Event) Planning	<ul style="list-style-type: none">- Work closely with the Operations team and internal YCCC departments on the creation of an overall operational plan for the annual calendar of events including the season's International and Domestic cricket fixtures.

	<ul style="list-style-type: none"> - Oversee and implement the integrated project plan for allocated match/event. - Review venue host agreements and ECB operational guidelines to make sure all standards are incorporated into integrated project plan and met. - Host internal interdepartmental planning meetings with clear agendas and action plans tied to integrated project plan to ensure focus and accountability. - Attend all ECB, ICC, event owner or venue owner (in the case of outgrounds) meetings in relation to allocated matches/events as the YCCC's key point of contact, and ensure actions are implemented into the planning process. - Ensure effective stakeholder management prior, post and during event including ECB, ICC, venue owners (in the case of outgrounds), event owners, local authority, residents etc.
Contractor Management	<ul style="list-style-type: none"> - Review and manage all venue contractors (and as relevant sub-contractors) including the co-ordination of quotes, timelines, delivery and invoices relating to allocated matches/events. - Support the Head of Venue Operations in the management of key venue partners (e.g, Food & Beverage and Hospitality partners), building an effective and collaborative relationship and ensuring that all aspects of planning are delivered to an agreed service level. - Ensure all on-site venue contractors (and as relevant sub-contractors) have a clear understanding of venue operations, plans, protocols and other expectations..
Event Management	<ul style="list-style-type: none"> - Act as Venue Manager on allocated matches/events, being the main point of escalation for all internal and external workforce. - As Venue Manager, ensure focus on Front of House operations to ensure we are delivering the best customer experience possible. - Ensure effective induction and briefing for all on-site workforce including employees, contractors and volunteers for allocated events. - Assist in the control room on a match/event day with specific operational requests. - Lead post-match debrief workshops to ensure lessons learned are captured and incorporated into future match/event planning.
Project Management	<ul style="list-style-type: none"> - Involvement in strategic projects at the venue, in line with the Club's masterplan. This could include leading on, or being part of working groups that, in areas such as Environmental Social and Governance (ESG) initiatives.
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 dignity, fairness, equality and respect.

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

- All YCCC departments
- The England & Wales Cricket Board (ECB)
- International Cricket Council (ICC)
- Venue owners (outgrounds)
- Event owners / promoters
- Leeds City Council
- Partners, suppliers, contractors and sub-contractors

Job Specification

Essential Criteria	M/C
At least 2 years experience of planning and delivering large events, preferably in the sport or entertainment industry.	<input checked="" type="checkbox"/>
Demonstrable contract management experience	<input checked="" type="checkbox"/>
Demonstrable project management experience	
Demonstrable ability to work under pressure, solve problems and demonstrate resourcefulness and initiative	<input checked="" type="checkbox"/>
Desirable Criteria	
Experience in event hospitality.	<input type="checkbox"/>
Budget management.	<input type="checkbox"/>
An understanding of venue and operational safety and compliance.	<input type="checkbox"/>
Previous experience of people management.	<input type="checkbox"/>

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 checked="" type="checkbox"/>
Confidentiality and discretion	<input type="checkbox"/>	Leadership skills	<input checked="" type="checkbox"/>
Interpersonal and communication skills	<input checked="" type="checkbox"/>	Initiative and proactive	<input checked="" type="checkbox"/>
Teamwork	<input checked="" type="checkbox"/>	Creativity and innovation	<input type="checkbox"/>
Flexibility and adaptability	<input checked="" type="checkbox"/>	Accountability	<input checked="" type="checkbox"/>
Able to work autonomously	<input checked="" 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 trained	<input type="checkbox"/>	Safeguarding and protecting children	<input type="checkbox"/>
Fire marshal	<input type="checkbox"/>	Click or tap here to enter text.	<input type="checkbox"/>

- Headingley Cricket Ground is a major event venue, therefore evening and weekend work during the cricket season will go with the territory.