



## Job & Person Description

<b>Job Title</b>	<b>Head of Operations</b>
<b>Department</b>	<b>Operations</b>
<b>Reports to</b>	<b>Chief Executive Officer</b>
<b>Responsible for</b>	<b>Facilities and Safety Teams</b>
<b>Purpose of role</b>	
<p>To be responsible for the efficient operation &amp; maintenance of all Peterborough United estates ensuring that they are maintained to the highest standards whilst working within agreed budgets.</p> <p>To ensure that the stadium meets the legislation and regulation requirements to enable all events and activities to take place in a safe and controlled environment.</p> <p>To ensure that there are suitable systems and controls for safety and security of spectators and all others who visit the stadium on a match day.</p>	

### Main Duties

- Provide leadership, direction, and support to the Peterborough United Operations Department.
- Maintain the Stadium and training ground to the highest levels of presentation possible whilst working within budgets.
- Ensure both Stadium & Training Ground are compliant with all relevant health & safety legislation.
- Oversee the maintenance, repair, and inspection of all buildings, mechanical, electrical, HVAC, plumbing, safety, and waste management for both the stadium & training ground in line with budgets.
- Ensure on match days that the Stadium is in compliance with all requirements of the SAG Safety Certificate.
- Lead the operational planning and organisation (including stakeholder compliance) of all assigned matches and events within the stadium to ensure the highest levels of fan & customer experience.
- Line manage the Club Safety Officer to ensure the effective management of matchday operations.
- Management of relationship with all stadium & training ground stakeholders (internal and external).
- Manage all required infrastructure testing and maintenance and provide documentation as required by SAG & SGSA.
- Set and maintain the stadium operations budget, making sure cost controls are implemented as needed to achieve positive financial results.
- Oversee stadium infrastructure maintenance and upgrading requirements.
- Monitor and work with stakeholders to maximise the efficiency of energy & utility usage.
- Work to continuously improve the environmental sustainability of working practices.
- Oversee control of all inventories, product cost, contractor relations and usage and purchasing.
- Provide operation support to revenue generating departments to maximise commercial opportunities.
- Work with the CEO & senior management team to create and deliver short-, medium- and long-term strategic plans for the growth of the Club.
- Carry out any other reasonable duties as requested from time to time by senior management.
- Support the Clubs commitment to EDI targets & goals.

## Other responsibilities

- Be aware of the PUFC policies, procedures & best practise so that concerns of non-compliance can be raised at all times e.g. Safeguarding, Inclusion, Diversity
- Work within the company processes (HR, Finance, , Training Ground and Media & Marketing Team etc). Seek advice & guidance if required ensuring employees and processes work seamlessly together.
- Always ensure GDPR an wider compliance with all required external bodies
- Attend meetings, training and professional updating as and when required.
- To adhere to existing working practices, methods, procedures, undertake relevant training and development activities and to respond positively to new and alternative systems.
- To maintain confidentiality and observe data protection and associated guidelines where appropriate.
- Support, guide and encourage staff in personal and professional development.
- Self-assess and work on own personal and professional development.

In addition to these responsibilities carry out such duties as may reasonably be required. The above duties are a guide to the nature of the work required & are not intended to reflect all tasks associated within the role.

## Person Specification

These are the attributes you need to be to be considered for this role. All criteria are essential unless stated as desirable only. To be considered for working at PUFC we expect you to share and demonstrate Our Values. These are a key part to you getting the most out of work at Peterborough United Football Club.

### Experience & Qualifications

- Previous relevant experience in a similar role or can demonstrate transferrable skills.
- Relevant industry qualification in Health & Safety e.g. IOSH
- Facilities Management qualification or suitable alternative
- NVQ Level 4 in Spectator Safety - desirable but not essential
- Previous management & staff development experience
- Budget & contract management experience.

### Skills and personal attributes

- Strategic thinker
- Ability to build excellent working relationships with our managers colleagues and staff and external stakeholders.
- Plan and prioritise workload so that deadlines and standards are met.
- Strong work ethic with a can-do attitude with drive and self-motivation
- IT skills
- Accuracy and attention to detail
- Ability to manage multiple tasks and projects simultaneously.
- Solution focussed mindset.
- Full UK Driving license required.