



Harlequins is one of the oldest and most famous rugby clubs in the world. Founded in 1866, the Club has, throughout its vibrant history, been a proud innovator in the game both nationally and globally. The Club is a founder member of the RFU and is as famous for its quartered shirt, as for its expansive style of play.

Harlequins has developed one of the most successful Academies in the Premiership and competes in the Gallagher Premiership and the European Rugby Champions Cup competitions. With a host of international stars and homegrown talent, the Club attracts over 90% capacity attendances to all of its matches. On the women's side Harlequins is one of the leading teams in the Tyrrells Premier 15s and continues to set the pace in women's sport as the Club strives for parity across the game.

Success on the pitch demands even more success off it, so the club is strengthening its Operational staff and therefore has decided to recruit for the position of Operations Coordinator. This is an exciting opportunity for an individual who wants to assist with the challenge of delivering the best operational and events experience to Harlequins supporters and the wider rugby community. The ideal candidate will have first class communication skills and a passion for rugby.

<b>Job Title:</b>	Operations Coordinator
<b>Company:</b>	Harlequin FC
<b>Salary:</b>	£23,000 - £25,000 dependent on experience
<b>Reporting to:</b>	Operations Manager
<b>Role Purpose:</b>	To effectively manage delivery of events and operational projects, ensuring excellent customer service and experience, and provide support to the Operations Manager.

### Key Accountabilities

- Management of non-match day events including but not limited to End of Season Dinner, Member and Debenture events, Foundation events and Sponsorship networking events. Prepare all event documentation and coordinate with relevant internal departments to ensure consistent, high level service throughout the pre-event, event and post-event stages
- To lead on the day to day facilities management contract at The Twickenham Stoop and SSP, relating to cleaning, security and maintenance as well as the compliance and minimum standards relating to our Safety Certificate.
- To lead on the management of the day to day pitch maintenance contract as well as annual budgets associated to this contract.
- Support the Head of Operations with the tender process for key projects and contracts.
- Ensure processes around contractor management are in place and necessary H&S documentation is received on time.
- Key contact for C&E sales team to ensure daily stadium operations and events run smoothly
- Work with the commercial team to drive and enhance the product offering for all commercial networking events
- Manage stadium signage requirements, including off-season updates and various competition requirements
- Oversee utilities contracts ensuring best value for Harlequins, and reviewing on a regular basis
- Assist Operations Manager with match days from an events management perspective including, stewarding, car parking, paramedics, crowd doctor, and match day entertainment





- Work with the Operations Manager and Head of Operations to submit planning, licensing and building control applications to the local council where relevant
- Support the Operations Manager with research and delivery of new events
- Ad-hoc tasks in order to support the Operations Manager

### Skills and Knowledge

- Minimum of 2 years Event industry experience
- Proven track record in delivering events and operational projects
- Experience of working at a stadium or within facilities management is desirable
- Excellent communications skills with the ability to build strong relationships, both internally and externally
- Excellent attention to detail and a high level of accuracy
- Excellent customer service skills
- Ability to work under pressure and to deadlines
- Multi-tasking skills
- Negotiation skills
- Strong IT Skills (Word, Excel, PowerPoint)
- Highly self-motivated
- Dynamism and enthusiasm for working to achieve win-win outcome
- Ability to work closely and collaboratively with suppliers and stakeholders

### Competencies

- Highly organised and efficient
- Passionate about delivering the best customer service experience
- Positive, 'can do' attitude
- A strong team player and collaborative working style
- Forward thinker, committed to driving continual improvement
- Commitment to taking ownership of a project and passionate about delivering to a high standard

### Behaviours

- **Customer Focus** - Commits to meeting the expectations and requirements of internal and external customers; acts with customers in mind; values importance of providing high-quality customer service
- **Teamwork** - Interacts with others in a sensitive and effective way. Respects and works well with others. Seen as a team player, is cooperative, takes direction and solves problems for the good of all
- **Quality orientation** - Shows awareness of goals and standards. Follows through to ensure that quality and productivity standards are met
- **Planning and organizing** - Organises and schedules events, activities and resources. Monitors timescales and plans
- **Driving Success** - Takes action to deliver beyond what is expected; committed to excellent quality of work; proactive

If you are interested in the role, please email your CV to [jobs@quins.co.uk](mailto:jobs@quins.co.uk) by 1<sup>st</sup> January 2020.

Harlequins is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

Only applicants to be invited for interview will be contacted. No CVs from agencies please





**Harlequins**

**Harlequin Football Club Limited**

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