



Stadium Manager

- Newly created role reporting to the Head of Operations
- Strong change agenda, driving strategic vision through to delivery
- Ability to establish robust planning and operating procedures
- Join one of the most iconic brands in world rugby

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 is currently ranked amongst the best Premiership and Premier 15s rugby clubs in this country and Europe. The Club is a founding member of the RFU and boasts more presidents than any other club as well as a healthy dose of international players across both its championship winning Men's and Women's Teams. The Club regularly attracts over 90% capacity attendances to its matches at the Stoop, whilst in Dec staging 'Big Game' at Twickenham stadium. Big Game has become an annual fixture in the gap between Christmas and New Year, regularly attracting sell out 80k crowds of largely locally based Harlequin's supporters, their friends and families and big event fans. The match is not only the biggest annual match of club rugby in the world but is also frequently the biggest festive sporting event in the country.

The Role

Reporting to the Head of Operations, this is an exciting opportunity for a Stadium Operations Manager to help to steer Harlequins Operations Team into the next stage of its development. The Stadium Operations Manager will run a motivated, efficient, and highly professional operation that aligns with the values and ambitions of the Club. The Stadium Operations Manager is a key role in the organisation, responsible for ensuring a high level of service to all users of the stadium (staff, players, members, event hirers, local community etc.). The successful candidate will have experience in managing a stadium/ or venue, health and safety, writing policy and procedures, contract management, project management and ensuring that the cross coordination of all departments (C&E, Facilities, Cleaning, Groundsmen, Security, Event Stewarding) deliver to a high standard every day.

The successful candidate will be an exceptional collaborator and communicator, with the ability to align internal and external stakeholders ensuring a positive experience for all, whilst consistently achieving results. The candidate will demonstrate experience in managing and delivering an effective day to day stadium operation driving change, through an innovative style, introducing new planning and delivery procedures to transform teams and operations.





Harlequins

Role Overview

Job Title	Stadium Manager
Salary	£35,000 – 40,000k per annum
Contract	Permanent, Full Time
Location	Harlequins Football Club Limited, Twickenham Stoop with occasional work at Surrey Sports Park, Guildford
Reporting to	Head of Operations
Direct Reports	Operations Coordinator, Security Staff

Key Performance Areas

- **Operational Excellence:** Driving continuous improvement through the day-to-day planning and management of the stadium, introducing new policies and procedures to transform teams and operations.
- **Strategy:** Identifying new opportunities for the improvement of the management of the stadium, ensuring that safety remains paramount, whilst aligning all stakeholders and deliverables to the strategic vision.
- **Stakeholder Engagement:** Build upon existing internal and external stakeholder relationships, looking for ways to strengthen those partnerships.
- **Leadership:** Consistently demonstrate strong leadership, aligning and uplifting the capability of the event operations team, driving a collaborative high-performance culture.
- **Culture:** Living the values of the organisation, operating at a high level of integrity, transparency, and professionalism.

Accountability Areas

Leader

- A proven leader, with demonstrable experience in driving change.
- Create high standards and goals for themselves and their team.
- Successfully negotiate constructive relationships with internal and external stakeholders achieving mutually beneficial outcomes.
- Consistently deliver against goals to ensure that functioning area meets expected standards.
- Meticulous in planning and delivery, ensuring that full accountability is taken within area.
- Continually looking for ways to improve stadium operations.
- Accountable for operating expenditure, ensuring that accountable areas are within budget.

Stadium Management

- To manage the cross coordination of all departments (C&E, Facilities, Cleaning, Groundsmen, Security, Event Stewarding) ensuring all deliver on operational requirements to a high standard at all times.
- Ensure excellent communication and the dissemination of stadium activity across the business.
- To assist in the planning of stadium events such as conferences, meetings, and events with the Catering Team; ensuring that in the course of the planning and throughout the event that health and safety, fire and licensing regulations are adhered to, and relevant colleagues are briefed.
- To ensure that rooms and spaces are set up for meetings and events and to ensure that at all times the stadium/ event space is set to the highest standards.

Harlequin Football Club Limited

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- To oversee stadium usage including working with Catering on managing the room booking system and liaising with team members in the case of prospective clashes.
- To be responsible for ensuring that all events are sufficiently staffed at all times. Ensuring the Security and Facilities teams support the business requirements.
- To work with the Head Groundman on the effective management of the Pitch diary, ensuring that pitch use is optimised whilst ensuring standards are maintained.
- To support the Head of Operations in managing the key contracts for FM, Cleaning, Grounds Maintenance and Security.
- To support the Head of Operations in managing key Quins owned maintenance contracts.
- To support on club wide stadium projects i.e. signage updates
- To be responsible for the exemplary presentation and safety of the stadium, including conducting stadium checks to ensure that the stadium and immediate areas are clean and safe prior to events, and maintain checks throughout to ensure that this status is upheld, in accordance with the Health & Safety Policy.
- To work with the Facilities Manager to oversee all building maintenance issues and ensuring that urgent repairs are carried out in a timely manner.
- To work with the Facilities Manager to ensure that all building systems are maintained and fully operational at all times, with a particular focus on all life safety systems and the burglar alarm.
- To work with the Facilities Manager and Safety Officer to ensure all periodic inspections and checks that meet licencing and health and safety obligations are carried out appropriately, and certification, risk assessments and any other due diligence and/or auditable paperwork is completed and maintained professionally.
- To work with the Operations Team to ensure that all members are trained in the unlocking and securing of the building, evacuation procedures and all other necessary health and safety practices.
- To oversee the administration of gas, electric and water utilities.
- To oversee the administration of all licenses i.e. premises and performing rights.
- To oversee the administration of all insurances.

Health and Safety & Licencing

- To ensure the safe day-to-day operation of the stadium including the management of building usage, staff, and contractors, in line with all appropriate legislation, policies and procedures.
- To ensure that all policies, procedures, and risk assessments are both disseminated effectively to staff and adhered to at all times.
- To co-ordinate the induction and training in health and safety, emergency procedures and general building awareness of all Harlequins staff.
- To be responsible for, alongside the Head of Operations, Harlequin's creation and review of policies and practical guidelines relating to health and safety, a safe and efficient evacuation procedure for the stadium, updating staff evacuation training regularly and to a high standard, lone working, access, working with children and young people, and so on.
- To be fully conversant with the conditions enforce the relevant terms attached to the Stadiums operating licences including the safety certificate, premises licence and to ensure that these are current and strictly adhered to.
- To hold a Personal Licence. To act on occasion as premises licence holder/ DPS.
- To maintain first aid cover amongst staff through regular training and refresher courses in order to ensure that a first aider is on duty at all times and that the first aid boxes are kept stocked and available.
- To provide support to all users of the building with regards to physical access requirements, arranging audits as appropriate.





- Adhere to company policy and procedures while taking responsibility for your own health and safety and for that of others who could be affected by your work.
- Be a key member of the Health and Safety Forum, reporting and responding to all issues raised.

Ideal Candidate

- Demonstrated experience in a similar position within an arena or stadium.
- Substantial experience of building management, managing contractors.
- Experience and thorough working knowledge of health and safety, fire safety, licensing for stadiums.
- Proven experience of leading change.
- Sound understanding of the regulations and safety requirements within stadiums.
- A proven operator, with the ability to translate plans into operational delivery and drive excellence on event days.
- Excellent communicator at all levels – delivering messages with clarity first time every time.
- Proven experience of budget management and driving efficiencies.
- IOSH Managing Safely certificate.
- Certificate in Level 4 Spectator Safety (Desirable).

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.

Please email your CV to quins@serv-recruitment.com

Only applicants to be invited for interview will be contacted.

