



Senior Event Operations 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, the Senior Event Operations Manager will oversee the successful end to end planning, delivery, and management of all events, ensuring that operational excellence is achieved. As a key role within the organisation, you 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 drive change, through an innovative style, introducing new planning and delivery procedures to transform teams and operations.

The successful candidate will be an exceptional leader, with the ability to take the strategic vision into operational delivery. With an ability to seamlessly manage multiple stakeholder groups and competing priorities, you will demonstrate experience in managing and delivering events at either arenas and/ or stadiums. You will have a proven ability to lead teams in a complex environment and a strong understanding of the full range of event planning including spectator safety management, sports presentation and activations, health and safety, broadcast requirements, and be able to translate those plans into operational delivery leading the delivery on event days. Excellent written and communication skills and a passion for delivery exceptional event experiences essential.

Role Overview

Job Title	Senior Event Operations Manager
Salary	£40,000 – 45,000k per annum
Contract	Permanent, Full Time
Location	Harlequins Football Club Limited, Twickenham Stoop
Reporting to	Head of Operations
Direct Reports	Event Operations Manager, Match Day Staff





Harlequins

Key Performance Areas

- **Operational Excellence:** Driving continuous improvement through event planning and delivery, introducing new planning and delivery procedures to transform teams and operations.
- **Strategy:** Identifying new opportunities for the improvement of the match day experience, ensuring that all stakeholders and deliverables align the strategic vision for events and operational delivery.
- **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 high-performance culture.
- **Culture:** Living the values of the organisation, operating at a high level of integrity, transparency, and professionalism. Strong capability to drive change and a positive team culture.

Accountability Areas

Senior Leader

- A proven leader, with demonstrable experience in driving change and high performing teams.
- Effective in coaching and developing others.
- Create high standards and goals for themselves and their team.
- Successfully negotiate constructive relationships with internal and external stakeholders achieving mutually beneficial outcomes.
- Lead a small team to achieve in critical area of the club.
- 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 events and operations.
- Accountable for operating expenditure, ensuring that events and operations are within budget.

Event Planning and Operational Delivery

- Lead the business through end-to-end management of Events (Commercial, Club, Membership), Matches (Men's & Women's) and Major Events (Big Game), including event concept, planning, delivery, and reporting requirements. Inclusive of safety, broadcast, accreditation, stewarding, spectator experience (sports presentation, entertainment, activations), stadium layout and logistics.
- Introduce new policies and procedures within event planning and operational delivery that successfully transforms the team and operations, fundamentally changing the way the team works.
- Manage relationships with key internal and external stakeholders to ensure service standards are maintained.
- Accountable for the compliance of all events to appropriate legislation, standards, policies, and guidelines, ensuring risk assessments are completed and safety management is adhered to.
- On Match Days assume ownership of the overall delivery supporting the Safety Officer in ensuring that all match day arrangements are executed.





- Schedule timely de-brief meetings and coordinate post-event reports.
- Work closely with finance to ensure that all events are kept within budget, and lead on the settlement of events consolidating all costs.
- Formulate, implement, and review departmental policies and procedures.
- Working with Membership and Customer Experience to identify areas of opportunity and improvement of the match day experience whether through operational delivery, sports presentation, entertainment, or engagement initiatives.

Team Management

- Successfully manage team performance providing regular direction and feedback.
- Ensure team demonstrate and promote clubs' values.
- Successfully coach and develop team.
- Lead team to be solutions focused with an ability to communicate positively and effectively.

Health and Safety

- To co-ordinate and ensure, that "best practice" standards are being met and that Health, Safety and Security procedures are in place and working on all events, including but not limited to supporting the completion of Event safety plan, risk assessments and fire risk assessments whilst also providing further information to the SAG as required.
- Identify and assess risk with area of responsibility. Develop safe work procedures within area of responsibility and ensure adherence to procedures.
- Ensure adherence to Health and Safety regulations and club's policies and procedures at all times, 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 Event Management, end-to-end planning, and delivery of large-scale events.
- Demonstrated experience in a similar position within an arena or stadium.
- Proven experience of leading change.
- Proven experience of leading a high-performance team.
- 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.

