



Operations Coordinator

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 Stadium Operations Manager, this is an exciting opportunity for an individual who is seeking to develop their career within events and operations.

The successful candidate will be an exceptional collaborator and communicator, with strong attention to detail. Committed and enthusiastic to contribute to the success of Harlequins events and operations by providing administrative and organisational support for the members of the Operations team in particular, the Head of Operations and Stadium Operations Manager. You will take responsibility for organising meetings, diary management, minute taking, aspects of operational planning, administration of processes such as accreditation, the supply of equipment (radios, uniform), accurate auditing, actively supporting and assisting in the operational planning, and event delivery.

Role Overview

Job Title	Operations Coordinator
Salary	£23,000 - £25,000 dependent on experience
Contract	Permanent, Full Time
Location	Harlequins Football Club Limited, Twickenham Stoop with occasional work at Surrey Sports Park, Guildford
Reporting to	Stadium Operations Manager

Key Performance Areas

Harlequin Football Club Limited

Twickenham Stoop Stadium, Langhorn Drive, Twickenham, Middlesex, TW2 7SX

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- **Operational Excellence:** Providing excellent support to the Operations Team in the day-to-day planning and management of the stadium operations.
- **Planning and Organising:** Highly organised and efficient, Excellent attention to detail and a high level of accuracy.
- **Stakeholder Engagement:** Build upon existing internal and external stakeholder relationships, looking for ways to strengthen those partnerships, acts with customers in mind and values the 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 collaborative, cooperative, takes direction and solves problems for the good of all.
- **Culture:** Living the values of the organisation, operating at a high level of integrity, transparency, and professionalism.

Accountability Areas

- Provide general administrative and organisational support to the Operations Team including organising meetings, diary management, minute taking, template creation and the organisation of team training/ readiness exercises.
- Coordinate all match day administration by compiling accreditation, parking requests and passes, and disseminating event documentation.
- Support in the preparation of event documentation and coordinate with relevant internal departments to ensure consistent, high level service throughout the pre-event, event, and post-event stages.
- Organise and prepare match day equipment, radios, uniform, wristbands, steward welfare supplies.
- Conduct audits of all equipment.
- Support in the planning and 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.
- Support the administration of the procurement process for Contracts.
- Support the administration on operations led club wide stadium projects.
- Support the administration of operations led procedures.
- Assist with processes for contractor management ensuring that necessary H&S documentation is received on time.
- 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.
- Support in the administration of the Health and Safety Forum, collating data and assisting in building reports.
- Ad-hoc tasks in order to support the Head of Operations/ Stadium Operations Manager.

Ideal Candidate

- Experience in a similar position.
- 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.
- 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.
- Highly organised and efficient.
- 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.

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.

