



# Head of Venue Operations

## Job Description

Job details	
<b>Job title:</b>	Head of Venue Operations
<b>Location</b>	Port Vale Football Club; Vale Park, Hamil Road, ST6 1AW
<b>Hours:</b>	37.5 hours per week (this is a Senior position; flexibility and occasional additional or unsocial hours are a requisite of the role)
<b>Responsible to:</b>	Director of Club Operations
<b>Team:</b>	Operations
<b>Responsible for:</b>	Kitchen/ Hospitality Operations/ Kiosk Operations
<b>Job Purpose:</b>	To promote and drive the standards of the club whilst working with the Venue Sales Team to drive revenue and profitability without compromising on values.
<b>Relationship &amp; Reporting Lines:</b>	<pre> graph TD     DO[Director of Operations] --&gt; HVO[Head of Venue Operations]     DO --&gt; HS[Head of Safety]     DO --&gt; HOS[Head of Stadium]           </pre>
PRINCIPLE ROLE AND RESPONSIBILITIES	
1.	Assist the Director of Operations in providing strategic and operational direction across the club.
2.	Foster a positive, values driven culture, ensuring staff at all levels across the organisation are encouraged to succeed and prosper.
3.	Regularly evaluate the efficiency of operational procedures according to organisational objectives and apply any improvements necessary.
4.	Ensure the venue delivers and maintains an exceptional level service to its customers both internal and external.
5.	Assist to maximise the availability and profitability of the venue for all events and functions.
6.	Identify opportunities to streamline operational processes and systems.
7.	Maintain the venue operations budget for the Board of Directors.
8.	Manage and maintain relationships between both front and back of house to ensure all events run smoothly and efficiently

9.	Welcoming customers and being responsible for their journey during an event and function
10.	Building and maintaining lasting relationships with regular clients
11.	With the Director of Operations and Head of Finance, set and effectively communicate and report on budgets; ensuring that income and expenditure is within business plan targets
12.	Liaising directly with the Venue Sales Team to deliver key organisational information to ensure a joined up and high-quality service is delivered for customers, maximising the potential of the venue
13.	Embed a values driven culture through HR processes including; recruitment, induction and appraisals

### Person Specification

Knowledge		Essential	Desirable
1.	Educated to degree level or equivalent		✓
Skills, Abilities & Experience		Essential	Desirable
2.	A strong background in leading and managing a large team, within a hospitality environment	✓	
3.	A strong background managing a kitchen team and food lead revenue		✓
4.	Excellent business acumen, with experience in understanding financial accounts and the analysis of financial information	✓	
5.	Excellent people and communication skills, with the ability to influence and engage at a senior level	✓	
6.	Excellent planning and organisational abilities	✓	
7.	Ability to build and maintain strong and long-lasting relationships	✓	
8.	Experience in driving high standards of service and performance within team members	✓	
9.	A willingness and ability to work flexibly in a friendly, fast-paced, and dynamic environment	✓	
Other		Essential	Desirable
10.	Excellent IT Skills.	✓	
11.	Demonstrable willingness to be agile and hands on when necessary.	✓	

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Classification Status: Restricted



12.	Self-motivated and able to act on initiative.	✓	
13.	Able to work outside office hours as suits the venue needs	✓	
14.	Has a sporting venue operational background		✓
Personal Attributes/Values		Essential	Desirable
15.	Resilient, with the ability to handle adversity and challenge in a positive way.	✓	
16.	Highest levels of personal integrity and ability to maintain trust, sensitivity, and confidentiality.	✓	
17.	Able to work independently and as part of a team.	✓	
18.	Demonstrate an ability to foster a positive, values driven culture, where staff at all levels are supported and empowered to succeed.	✓	
19.	Flexible and adaptable attitude towards work.	✓	
20.	Innovative thinker with a drive to continually improve.	✓	

#### **Safeguarding Statement**

Port Vale Football Club is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.

Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.

#### **Equality Statement**

Port Vale Football Club is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.