**TEWKESBURY RFC**

**JOB DESCRIPTION**

**Operations Manager**

**Job Summary**

* Overseeing the operations of the Club and implementing policies laid down by the Club.
* Implement strategies to maximize revenue through efficient pricing, cost control, and revenue-generating event/hire initiatives.
* Contribute to and oversee an innovative and creative sales and marketing plan.
* Motivating and leading a team of staff at all levels to achieve Club objectives.
* Ensuring the clubhouse, players’ facilities, pitches, grounds, and other facilities are always presented to the highest defined standards for members and visitors.
* Uphold the long running relationship with the local community.

**Hours**

This is a full-time role averaging 40 hours per week across the year. There will be a requirement to work on Saturday and Sunday with time in lieu during the week.

**Reporting**

The Operations Manager will report to and work with the Operations Committee (a sub-committee of the Management Committee) and will be expected to attend regular meetings and report on all areas of their responsibilities.

**Key Relationships:**

Members and their guests

Visitors

Staff

Operations Committee

Suppliers/Contractors

Local Community

**Bar Operations**

* Oversee the day-to-day operations of the club’s bar, ensuring exceptional customer service and a welcoming atmosphere.
* Manage inventory, order supplies, and maintain stock levels to meet demand.
* Collaborate with the bar staff to ensure compliance with health and safety regulations, as well as responsible alcohol service.

**Bar Team Leadership**

* Lead and manage a team of bar staff.
* Complete weekly staff rota and payroll/holiday tracking hours.
* Provide guidance, training, and performance feedback to ensure a motivated and skilled workforce.

**Cleaning**

* Ensure all areas of the clubhouse, including kitchen and changing rooms meet the level of hygiene and cleanliness required by the club.

**Compliance and Regulations**

* Ensure the club’s operations are compliant on legal and regulatory requirements related to licensing laws, food hygiene, health & safety and industry regulations as outlined by the Management Committee and/or Operations Committee.
* Identify any additional staff training requirements and ensure accurate records of staff training are maintained.

**Finance**

* Work within the agreed budgets set out by the Operations Committee.
* Meet agreed turnover targets and profit margins.
* The post holder will explore and implement appropriate cost saving efficiencies and service improvements.
* The post holder will comply with the Cash Handling Policy and the Procurement Policy and any other financial systems defined by the club and/or Honorary Treasurer.

**Event Management – Internal**

* Plan, organize, and execute events.
* Coordinate event logistics, including staffing, facilities, equipment, and catering arrangements.
* Collaborate with relevant stakeholders to ensure events align with the club’s goals and values.

**Event Management – External**

* Co-ordinate hire logistics with the hirer, including staffing, facilities, equipment and catering arrangements.
* Ensure all required paperwork is completed and returned in a timely fashion.
* Ensure invoices for hire are issued through Xero to the hirer.
* Ensure staff present an ensuring exceptional customer service and a welcoming atmosphere.
* Ensure permits, insurance documents, risk assessments required by local laws and/or the club’s insurers are obtained.

**Maintenance**

* Management of the club’s infrastructure and building services including fire and security systems, water, utilities and equipment.
* Responsible for appointing and/or supervising a range of suppliers and contractors working on maintenance tasks.
* Inspecting all maintenance and repair work to ensure that our standards are maintained.
* The post holder should work within the guidelines of the Procurement Policy when commissioning any maintenance works.

**Grounds**

Responsible for the maintenance of the playing surfaces and surrounding areas, including but not limited to fencing, hedges, trees, equipment, waste disposal throughout the year to ensure that matches can take place.

Key areas of responsibility:-

* Maintain an annual calendar of proactive ground maintenance.
* Manage the preparation, cutting, watering and marking out of rugby pitches throughout the year.
* To provide good quality rugby pitches within the remits of the club’s finances.
* To ensure the efficient running and operation of the grounds.
* Ensure the posts are in good order at all times.
* Ensure the flood lights and mobile flood lights are operational and serviced as needed.
* Ensure any grounds maintenance equipment is in safe working order.
* Ensure access for emergency vehicles is maintained at all times.
* Liaise with the Health & Safety Officer to complete all relevant Risk Assessments and make sure any identified risks are costed and actioned within the timescales agreed with the Health & Safety Officer.

**Project Management**

* Overseeing building projects and renovations as agreed by the Club.
* Report to the Operations Committee and/or stakeholders regular progress updates.

**Code of Conduct/Behaviour**

The post holder will be required to manage any behaviour in the clubhouse that does not respect the club’s code of conduct. Any member, guest or employee who fails to respect the club’s code of conduct will be reported to the Honorary Secretary and maybe subject to disciplinary action under the club’s disciplinary policy.

**Special Conditions**

Hold a duty and commitment to observing the Club’s Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and club policies/procedures.

Employees have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions.

**Other**

To undertake any other duties which may reasonably fall within the scope and responsibility of the post.

The above list is not exhaustive. The responsibilities and duties may from time to time vary without changing the character of the position. The job-holder will be expected to adopt a flexible approach to ensure the efficient and effective running of the Club.

I have read and agree with the above job description.

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Signed Date

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Signed on behalf of Tewkesbury RFC Limited Date