

Internal & External Job Advertisement

Facilities & Compliance Manager

As an integral part of our dynamic team, you will play a crucial role in upholding our organisation's commitment to sustainability. Regardless of your specific role in Finance marketing, HR, procurement, or any other department, we expect all employees to actively embrace and adhere to our sustainability policies. Your dedication to environmentally conscious practices, resource efficiency, and ethical considerations will contribute to our collective efforts in fostering a responsible and sustainable workplace. We believe that each team member, regardless of their functional area, plays a vital role in promoting and implementing sustainable practices that align with our organizational values

Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.



We are seeking an experienced and proactive Facilities & Compliance Manager to oversee the day-to-day operations of our facilities ensuring both sites inclusive of buildings, equipment and systems are well-maintained, safe, and compliant with all relevant health, safety, and regulatory standards. The Facilities and Compliance Manager will play a key role in creating a safe, efficient, and legally compliant environment for staff working closely with contractors and suppliers. This is a fantastic opportunity to make a real impact!

Who are we?

Exeter City Football Club is a special club with over 20 years of Supporters' Trust ownership something we are very proud of. Our ownership model places our supporters and community engagement at the forefront of everything we do and we are proud to have a special place in the heart of the community. Trust ownership is reflected in our commitment to balancing on-field success with long-term sustainability and we have a remarkable track record of nurturing talent through our Academy, promoting players to the first team, and maximising their performance. In addition to the success of our Academy and men's team Exeter City Women successfully transitioned into being fully managed by the Club in 2024 and were promoted to the third tier of women's football in the FA Women's National League Southern Premier Division in 2024.

Culture

We recognise the advantages of having a diverse workforce with a broad range of skills, diversity of experiences and perspectives and we embrace the creativity and innovation this brings. We pride ourselves on having an inclusive culture and a workplace that brings opportunity, development and growth. We embrace a culture of accountability where we set clear expectations and goals, open lines of communication and strong leadership.



Role

As part of the leadership team you will maintain the highest standards of compliance and ensure our operations align with all relevant regulations and policies. You will be pro-active in ensuring the efficient management of both sites striving to make continual improvements to ensure smooth operation of activities across the business, developing systems and processes that drive efficiency and enhance operational performance.

You will play a key role in delivering our matchday events, liaising with the Safety Officer, carrying out checks of all relevant areas pre match day ensuring the stadium is ready to hand over to the Safety Officer in a safe condition and on match days you will provide a first response to any issues that arise and working closely with the Matchday Operations Manager, Matchday Electrician and Janitor.

You will also lead on Health & Safety, GDPR and Equality, Diversity & Inclusion whilst always ensuring Safeguarding standards and working with HR on the training matrix and workforce development plan for these specific areas. You will work closely with our pitches team on projects and administration tasks and fleet management will also form part of your role and responsibly.

If you wish to apply for this position please follow the link and apply via our HR platform, People HR: <https://ecfc.peoplehr.net/Pages/JobBoard/Opening.aspx?v=7fa6170c-dfc4-4792-b7af-8621967e64b6>

Only completed applications that are submitted via People HR will be accepted. Any applications after the closing date will not be accepted.

The closing date is: 21st November 2025

Interview date: To be confirmed

All candidates will require a DBS Check and must be able to prove their eligibility to work within the UK.

ECFC is an equal opportunities employer and committed to safeguarding and promoting the welfare of children and young people and expects all staff and employees to share this commitment.



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THE TRUST

We Own Our Football Club

Job Description

Facilities & Compliance Manager

Department	Operations
Location:	St James Park, Exeter & The Cliff Hill Training Ground, Exeter
Contract Type:	Full-time, permanent
Reports to:	Chief Operating Officer

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Exeter City Football Club seeks to ensure the safety, safeguarding and wellbeing of all children, young people and adults at risk who engage in its activities.

Main Purpose:



As Facilities and Compliance manager you will be pro-active in ensuring the efficient management of both sites is a priority at all times. Ensuring compliance with relevant legislation is critical from both a statutory point of view and relevant stadium legislation and guidance.

Working with stakeholders internally and externally to make continual improvements to the smooth operation of activities across both sites.

In addition to facilities leading areas such as GDPR, Equality, Diversity & Inclusion and always ensuring Safeguarding standards are maintained across facilities by working with the Safeguarding team.

Role Summary

The key responsibilities of this role are:

Facilities:

- Ensuring all testing for both Statutory and Safety Advisory Group perspective are up to date at all times.
- Pro active response to any faults that are reported and allocation of tasks to agreed contractors.
- Working where possible to make efficiency savings within the business both from a cost basis and in line with our sustainability commitment.

- Developing the cleaning services with the external contractor and where possible developing an internal team including staff and volunteers that keep both sites clean and tidy to a high standard.
- Working with the sustainability officer and the team of volunteers to ensure that waste is managed in line with our sustainability commitment.

Match Days:

- Liaise with the Safety Officer prior to match days regarding the stadium, providing a clear 48 hour pre match checklist of all relevant areas of the stadium and on match days handing over the stadium to the Safety Officer in a safe condition.
- Provide a first response on Match Days to issues that arise, working with the Match Day electrician and Janitor but forming an integral part of the team to ensure all areas of the stadium are able to deliver to the highest possible standard. Being a hands on resource that provides the on matchday final checks and where necessary actions issues identified.
- Be responsible for the post match lock down of site ensuring the site is left both safe and secure.
- Work with Matchday Operations Manager to continually develop ways of working that improve efficiencies.
- Provide additional Safeguarding support to work with Matchday Operations Manager around match day safeguarding issues.

Technology and Systems:

- Develop systems that drive efficiency and help ensure that the premisses of both sites are clean and of a professional standard to support the business activities. Documenting existing systems to assist with the diagnosis of issues to include but not limited to Wifi, CCTV and Internal TV Network.
- Drive improvements in systems and reporting processes to enhance operational performance.

Reporting and Compliance:

- Work with the appointed external Health & Safety advisor to ensure that relevant documents are in place for each departments activities. Assisting departments where required around complex activities to ensure safe methods of working are developed.
- Ensure that the annual testing certificates for the Safety Advisory Group and statutory compliance are fully up to date. Storing documents in a centralised system that is available for review at all times.
- Be the responsible person for both sites from Health & Safety and Fire Safety, driving standards through training and developing staff where possible.
- Ensure that the evidence for the LFE Health & Safety Audit is in place and kept up to date at all times.
- Work with the relevant IT contractors to ensure that robust systems are in place for the match day processes including epos, ticketing, led boards & screen etc.

Compliance:

- Developing processes around GDPR ensuring policies and procedures are in place for GDPR compliance and awareness across the business.

- Work with the EFL to ensure that the Code of Practice Equality, Diversity and Inclusion policies and procedures are in place and complied with at all times, being the person responsible for the co-ordination and submission to the EFL on a two year cycle.
- Work with the sustainability officer to continue to build on the clubs Green Club Silver status

Other:

- Fleet management, ensuring vehicles are safe and used exclusively for business use. Working with HR to ensure the necessary license checks are complete.
- Work with HR to ensure that the training matrix and workforce development plan are prioritised.
- Provide Admin support for the grounds team assisting particularly with Health & Safety related matters.
- Ensuring that a robust system is in place for out of hours issues with both sites and any use of third party sites.

This job description should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in consultation in the light of the changing business needs.

Qualifications/Experience/Knowledge required: Please see person specification.





Person Specification

Qualifications	Essential (E)	Desirable (D)
Relevant qualifications such as IWFM Level 4/5 or NEBOSH certification		D
Driving Licence	E	
Skills/Competencies	Essential (E)	Desirable (D)
Effective time management skills.	E	
Ability to manage budgets and negotiate contracts effectively.	E	
Commercially astute.	E	
Exceptional attention to detail and ability to manage multiple projects simultaneously.	E	
Strong interpersonal and team collaboration skills for cross-departmental initiatives.	E	
Strong organisational and problem-solving abilities to handle changing demands.	E	
Ability to adapt.	E	
The ability to work calmly under pressure.	E	
Capable of building professional working relationships.	E	
Good administration and IT skills, specifically with Microsoft products.	E	
Knowledge & Experience	Essential (E)	Desirable (D)
Proven experience in facilities management or a related field.	E	
Strong knowledge of health and safety regulations and building codes.	E	
Proficiency in facilities management software and tools.	E	
Knowledge of sustainability practices and energy management.		D





Personal Qualities	Essential (E)	Desirable (D)
Committed to the industries work ethic.	E	
A strong level of resilience.	E	
A positive, productive, and professional role model.	E	
Ability to show integrity and honesty.	E	
A persistent, patient and adaptable individual.	E	
An innovative problem solver.	E	
An ability to follow instruction and give instruction.	E	
An ability to lead, inspire, support and energise others to achieve a common purpose.	E	
Ability to demonstrate and promote good practice in line with the company ethos.	E	
Understanding and recognition of the principles of equality and diversity.	E	





Company Goals



High Performance Football

We continue to work hard to be the best team in Exeter City’s history and continue to invest in our first team playing budget. Striving to create the best possible environment for high performance football through our coaching, training facilities, pitches, nutrition, medical, recruitment and analysis. Our youth development & academy football remains at the heart of our model and we continue to build and refine what our Academy delivers and aim to achieve cat 2 status.

Focus on Growth

We build on the great work done by our media and comms team and opportunities to attract new audiences. We have ambitious plans to increase revenue as we focus on opportunities for growth in retail and merchandising and we continue to look after and value our local sponsors and partners whilst expanding our commercial horizons by putting more emphasis on what makes us as a club unique & special. We utilise our facilities more often to increase non match day revenues and improve ‘yield’ by providing better systems, facilities and raising capacity at SJP.

One Team

We build a trusting, collaborative environment where everyone feels valued and understands their contribution to the Clubs success through clear objectives and measures of performance. We continue to review our methods of communication listening as well as sharing more effectively. We are a Real Living Wage employer, have a transparent bonus programme for employees that’s linked to performance and development opportunities for all. We are committed to continuing to review resources where appropriate and affordable ensuring investment in new talent to drive growth and invest in an apprenticeship and internship programme.

Financial Sustainability

We set & maintain high standards in everything we do and ensure financial sustainability in line with a growth mindset. We work to be more prepared in investment in our future and have more robust financial planning and financial controls across the Club. We reduce reliance on transfer fees and increase our ability to invest in major capex projects not being afraid to invest where necessary to protect the Club & limit unnecessary risks.

Outstanding Supporter & Community Engagement

We continue to invest in the facilities at SJP and do all we can to make ECFC the most inclusive club in the EFL in partnership with ECCT. We continue to invest in women’s football and help to grow the game and its profile amongst our supporters. In partnership with the Trust, we strive to be the preeminent supporter owned club in the country and endeavour to achieve EFL ‘green club’ status.





Employee Benefits

As a Club it is important to us to provide a competitive employee benefits package as we understand this plays an important role in supporting our team.

Benefit packages vary from one organisation to the next, however our central theme is to help improve the wellbeing of staff and demonstrate that we are willing to offer above and beyond the minimum requirements to foster a positive working relationship.

We hope our benefits package can play a significant role when it comes to recruitment and retention and we have set out the Company's employee benefits to provide transparency and equality to all employees.

We will continue to review our remuneration package to ensure it is considered attractive and competitive.

We offer:

- Hybrid working, with flexible working pattern (dependant on role)
- Annual pay review process in line with objectives and performance
- Annual discretionary company bonus
- Company sick pay 5 days full pay based on a rolling year
- Income protection plan
- Birthday day off
- Enhanced annual leave
- Cycle Scheme
- Employee Assistance Programme
- Mediacash
- Employee discounts (internally and external businesses)
- Free on-site parking

