



# Internal & External Job Advertisement

## Operations 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 driven Operations Manager who is comfortable leading from the front and actively involved in the day to day running of the business operations. This role requires someone who can manage team members and roll up their sleeves to support operational tasks and lead on compliance.

### 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 Operations Manager you will be hands on overseeing maintenance, security, matchday event operations inclusive of pitches and ensuring a safe and high-quality experience for all visitors to the stadium. As part of this role you will lead on compliance ensuring operations are in accordance with legal regulations, industry standards, and internal policies. You will drive and develop compliance programs, monitoring regulatory changes and minimise legal and regulatory risks.

As Operations Manager you will need to ensure all operational activities align with club policies and league regulations with specific line management responsibility for IT, facilities, pitches, matchday operations, safeguarding, health & safety and EDI.

Candidates will need to have proven experience in an Operations Manager or Supervisor role and a hands-on leadership style with a proactive approach and strong problem-solving and organisational skills. An ability to manage multiple priorities in a fast-paced environment, experience in improving operational processes and excellent communication and team management abilities.



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=8218bf68-2298-4993-bd8d-025192b39c44>

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: 7<sup>th</sup> April 2026

Interview date: W/C 20<sup>th</sup> April 2026

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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## Job Description

### Operations Manager

<b>Department</b>	Operations
<b>Location:</b>	St James Park, Exeter & The Cliff Hill Training Ground, Exeter
<b>Contract Type:</b>	Full-time, permanent
<b>Reports to:</b>	General Manager

***As an integral part of our dynamic team, you will play a crucial role in upholding our organization's commitment to sustainability. Regardless of your specific role in 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 organisational values.***

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#### Main Purpose:

Reporting into the General Manager you will lead from the front and be actively involved in the day to day running of the business operations with a focus on areas of compliance ensuring efficiency, monitoring regulatory changes and minimise legal and regulatory risks. You will lead on matchday operations and general operations productivity and profitability. You will need to ensure all operational activities align with club policies and league regulations with specific line management responsibility for IT, facilities, pitches, matchday operations, health & safety and EDI.

#### Role Summary

The key responsibilities of this role are:

- Commitment to matchday safety and be a key point of contact and liaison for the Matchday Operations Manager, Safety Officer, Safety Advisory Group, Police and other authorities/services to assess the risk of each and every match at St James Park.
- Have a presence in the control room on matchdays and be a point of liaison, ready to resolve issues and be a prominent support to the Gold Command.
- Support the Matchday Operations Manager with resourcing, training and ongoing engagement with matchday operations staff including stewarding, car park, gate, programme staff matchday. Work with the Matchday Operations Manager to ensure all staffing levels reflect the risk of the relevant match.
- Be responsible for reviewing all policies and procedures that form the matchday operations manual.
- Ensure compliance at all times with Safety Certificate.
- Taking ownership for the condition and presentation of the stadium.
- Ensure all pre-match checks are carried out to ensure stadium is safe to open (48hrs prior to match), resolve issues through contractors, facilities staff members or by yourself.
- Continually seek improvements to the customer experience through early intervention where possible.
- Identify urgent repairs and improvements by prioritising all repairs and finding affordable solutions within budget to repairs & improvements.



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- Manage the Matchday Electrician(s) ensuring LED Boards are operating effectively.
- Work closely with the Creative Content Producer to ensure the Big Screen is operational on matchdays and serviced as required.
- Ensure H&S compliance with a safe method of working across both sites, driving H&S standards by challenging individuals and providing constructive feedback where poor practice has been identified.
- Drive sustainability initiatives, reviewing energy usage and waste management processes.
- Manage the Matchday Operations Manager, Facilities Manager, Sustainability Officer and all operations and facilities volunteers.
- Be the main point of contact for the Safety Officer, H&S contractor, Safeguarding Contractor, IT Contractor and EFL for all compliance matters.
- The ability to establish the detail of delivery where others often lack a method of delivery, finding the balance between sustainable and quick win and prioritising profit over revenue.
- Ensure compliance at all times with relevant statutory & EFL Regulations, producing all relevant policies for your areas of responsibility.
- Lead on all aspects of health & safety, licensing & SAG at St James Park, which will require attending and chairing H&S meetings, reviewing all contractors to ensure compliance with H&S regulations, compliance & liaison and PRS & PPL, Licensing, risk assessments of all activities including H&S reviews of non-match day events and alcohol licensing reviews.
- Lead on all aspects of EDI developing and implementing strategies that promote **equal opportunities, diversity, and inclusion** within the Club, attending EFL meetings and ensure reporting of data in line with EFL requirements.
- Ensure the implementation of policies relating to Health and Safety, Safeguarding and Equality Diversity and Inclusion although you may delegate such responsibility to an appropriately experienced or qualified staff member.
- Manage the cleaning services across both sites, including contract negotiation and schedule of works.
- Manage the Head Groundsperson, working closely with the team on general pitches throughout the season and end of season works.
- Manage all projects across both sites, including business case(s), budget, schedule of works, contractors.
- Support football and academy operations as needed maintaining EFL, FA, SGSA & Football regulatory bodies compliance, surveys, returns & reports to charges or requests for information e.g. FA regarding crowd matters.
- Work closely with the food and drink team/contractor(s) with regards to general operations and compliance.
- Work with the food and drink Contractor on supply chains ensuring competitive deals and rates are obtained and be the approval point for food and drink procurement/partnerships in line with authority levels agreed with the General Manager.
- Ensure all recruitment of staff within your area of responsibility is managed in line with HR and our safe recruitment policy.
- Manage the IT services ensuring systems are reliable, secure and efficient, coordinating with the IT Contractor to maintain infrastructure, software, and network operations and appropriate training, processes and policies are in place.
- To represent the Club by attending relevant events, EFL meetings and build relationships with other clubs by effective communications with peers.
- Act as Senior Safeguarding Lead across the business supporting the Deputy Safeguarding Lead and DSO's and ensure the implementation of policies relating to safeguarding although you may delegate such responsibility to an appropriately experienced or qualified staff member.

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)
Business Management		D
Supply Chain Management		D
Project Management		D
National General Certificate in Occupational Health & Safety		D
Fire Safety / Fire Marshal Training		D
First Aid / CPR Certification		D
Driving Licence	E	
Skills/Competencies	Essential (E)	Desirable (D)
Leadership Skills – inspire, motivate and directs team, strong decision making ability.	E	
Strategic thinking - Can translate business goals into operational plans.	E	
Problem solving skills - Quickly identifies operational challenges and implements solutions.	E	
Financially literate and commercially astute.	E	
Strong communication skills - Clear, concise, and effective communication across levels.	E	
Planning & Organisation Skills - Manages multiple priorities and resources efficiently.	E	



<b>Knowledge &amp; Experience</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
Operational experience	E	
Operational experience in football (sport).		D
Knowledge & experience Green Guide.		D
Experience in either event management, stadium management, facilities management, or IT services.	E	
Compliance & Risk Awareness - Knowledge of health & safety, legal, and industry regulations.	E	
Proven experience in a similar management role.	E	
Understanding of local, regional, and industry-specific health & safety laws and regulations	E	
Understanding of relevant laws and regulations (e.g., Equality Act 2010) and how they apply to the workplace.	E	
Proven leadership and decision-making ability.	E	
<b>Personal Qualities</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
Committed to the industries work ethic.	E	
Alignment to the Club's ethos and principles.	E	
A diplomatic approach with an ability to bring people and organisations together to get behind a clear vision and common cause.	E	
A strong level of resilience.	E	
Ability to show integrity and honesty.	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	



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