

TRENT BRIDGE
EST. 1838

CANDIDATE BRIEF

.....

VENUE OPERATIONS MANAGER

JULY 2025





AN INTERNATIONAL SPORTING VENUE,
A PROFESSIONAL COUNTY CRICKET CLUB
AND A THRIVING COMMUNITY HUB

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We are Trent Bridge, a cricket ground of global repute first established in 1838. We're proud of our illustrious history but mindful too that our future prosperity is reliant on continual investment in our facilities, our professional team and our lauded community programmes.

The successful candidate will be required to support the Head of Operations to develop, implement and manage the Club's match day operations at both Trent Bridge and other home venues. A key element of the role will be working closely with all contractors, suppliers and partners to deliver outstanding matches and events.

With a commitment to high standards and delivering exceptional customer service, you will have relevant experience working in a similar sporting environment, with a first-hand cricket knowledge and must be willing and able to deputise for the Head of Operations in their absence.

Thank you for your interest in this role.

VENUE OPERATIONS MANAGER

RESPONSIBLE TO: Head of Operations

RESPONSIBLE FOR: General Assistant Stewards
Duty Operations Officers
Gate Stewards (Casual)
Football Parking Stewards/ Supervisor
Seasonal External Parking Stewards & Supervisors
2nd XI stewards
Scoreboard Screen Operators
Indoor Net Supervisors

RELEVANT GENERAL OBJECTIVES

- Develop, implement and manage all aspects of Venue Operations to ensure Trent Bridge Cricket Ground, Lady Bay Sports Ground and any out-grounds are prepared to the highest standards.
- Support the Head of Operations in the delivery of all Club and venue objectives, internal department relationships and contribute to the continual assessment of all activities to ensure delivery of the Club's objectives.
- Work effectively and flexibly to undertake a wide variety of activities which support the Head of Operations in carrying out their role.
- Ensure the Club's HR policies are implemented and commit to pro-active leadership and performance management across the department.
- Commit to an open, challenging culture where outstanding performance is the norm.
- Protect and enhance the Trent Bridge brand and values.

SPECIFIC ROLE PROFILE

Match Operations

- Support the Head of Operations in managing the Club's home domestic match day operations at both Trent Bridge and other home venues.
- Assist in the delivery of outstanding major matches and events at Trent Bridge to include:
 - High quality planning.
 - Detailed timetable of events, deliveries and daily occurrences.
 - Lateral and creative thought to anticipate potential problems.
 - High quality implementation.
 - Responsibility for Club's accreditation system including any integration with ECB and ICC systems.

- Work closely with the Head of Operations to maintain relationships with external contractors and suppliers and ensure that the Club's approved documentation is in place (risk assessments, public liability insurance, method statements).
- Maintain the relationship with ECB and national partners and suppliers including broadcast and radio partners, sponsors and outside vendors.
- Maintain the relationship with key local partners including Trent Bridge Inn, Larwood and Voce, Local Authorities and local businesses.
- Assist in managing the relationship with Team England, visiting teams and match officials to ensure all their needs are met and exceeded.
- Prepare, proof and distribute match day collateral e.g. information sheets and match guide, team and briefing documents, accreditation, parking passes, the traffic management plan, match related letters, suppliers and contractor letters and any other relevant information to all staff and partners.

Ground Operations

- In conjunction with the Head of Operations work closely with key Nottingham Rugby Football Club personnel to implement effective and efficient strategies for the ground management, safety and security of the Lady Bay Sports Ground, used by the Academy, the Second XI and County Representative sides.
- Assist the Head of Operations to develop a rolling five-year (quinquennial) strategy for the Club and venue to support long-term operational objectives, and to upgrade and enhance existing systems and installations.
- Assist the Head of Operations with the production and monitoring of the operations budget (performance v. plan), invoices and monthly analysis of expenditure.
- Support the Head of Operations and Club's Health & Safety Consultant in undertaking administration relevant to Health & Safety checks and risk assessments, including record keeping, ensuring that normal and emergency operating procedures are in place.
- On a match day work with the Facilities Manager and ground-staff to ensure that the venue is fully prepared in good time ahead of the gates opening.

Personnel Management

- Manage the Operations Department zero hours and casual staff to include preparation of all rotas, briefing and function sheets and the checking time sheets,
- Responsible for developing a system, policy and procedure for operating all onsite car parking on both non-match & domestic match days and liaising with the relevant parties to ensure this is communicated to and followed by those responsible on the day.

- Through good leadership, motivate the team and ensure efficient co-ordination of the day to day function.
- Create and agree annual objectives and KPIs for staff within the team.
- Conduct full annual appraisals for all permanent staff.
- Oversee the planning, arrangements and booking of various training courses relevant to the department throughout the year, both internally and externally.

Other

- Set up function and event slides as requested on the electronic screens by departments.
- Evaluate and manage the Club's procurement process where it relates to the role and its relationship with key suppliers. Ensure suppliers offer a quality service at a competitive price.
- Act as the point of contact for the phone system.
- Provide support to the Head of Operations as necessary for any building projects or refurbishments.
- Maintain a secure key management system for the ground.
- Work alongside the Head of Operations and the Safety Officer to implement, when necessary, a ground lockdown.
- Act as a back-up out of hours contact in the event of any emergencies related to the role.
- Deputise for the Head of Operations in conjunction with the Facilities Manager to ensure an efficient service is maintained throughout the department.
- Any other duties laid down from time to time consistent with the grading of the post.

MEASURABLE KPIs

- Work within the Operations Department budget and take specific responsibility for the costs associated with the role.
- Ensure that all specific match day and non-match day responsibilities are met and exceeded.
- Ensure that all annual certificates are in place to ensure the Club obtains the annual Safety Certificate from Nottinghamshire County Council.

- Receive positive feedback from the ECB venue monitoring report to include all areas of responsibility for ground operations.
- Qualitative feedback from key partners, customers and staff members.

EQUITY, DIVERSITY AND INCLUSION

Nottinghamshire County Cricket Club is committed to being an Equal Opportunities Employer.

The Club recognises the benefits of a diverse workforce and is committed to providing a working environment that is free from discrimination.

The Club will seek to promote the principles of equality and diversity in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

All employees and those who act on the Club's behalf are required to adhere to this policy when undertaking their duties or when representing the Club in any other guise.

SAFEGUARDING

Nottinghamshire County Cricket Club is committed to safeguarding and promoting the welfare of all children, young people and adults involved in cricket and associated community programmes.

In creating and maintaining a safe and positive environment and through compliance and adherence to a range of policies and procedures which promote safeguarding and safer working practice across our services, we accept our responsibility to safeguard all engaged with cricket and community programmes.

All individuals within the organisation, staff, players, members, volunteers, coaches and support staff have a role and responsibility to help ensure the safety and welfare of all adults and children.

Person Specification

	<i>Essential</i>	<i>Desirable</i>
<i>Experience</i>	Proven experience in a relevant position Proven track record in venue management Experience of working with external suppliers Experience in a similar sporting environment	Experience in managing and developing a team
<i>Knowledge</i>	Working knowledge of health and safety legislation for activities involved with venue management Demonstrable knowledge of change and people management Knowledge of Cricket and its various formats	
<i>Skills</i>	Ability to devise and implement operational plans and effective work schedules Good project management and organisational skills Ability to lead and create a team Ability to work collaboratively with colleagues and external partners Ability to communicate to and with a diverse audience Able to manage multiple projects and to work to deadlines Able to ensure routine tasks are completed to a high standard and to care about the detail Ability to pay attention to detail Ability to deal with issues of confidentiality and sensitive situations in a constructive and empathetic way	Able to review and complete risk assessments Budget management and control of small revenue projects

Qualifications		
IT Skills	Proficient in the use of Word, Outlook and Excel and to be self-sufficient in terms of administration	
Personal attributes	Pro-active, “Can do” approach, flexible, trustworthy, the ability to command respect, a sense of humour, problem solver, passion for a job well done and the ability to act calmly and give clear instructions in the event of an emergency	
Other	Willingness to work evenings and weekends especially during the summer months and to act as a year- round out-of-hours emergency contact	Holder of a full driving licence

HOW TO APPLY

If you would like to join us at Trent Bridge please send your CV and covering letter, including details of your current salary and expectations to:

**The HR department
Nottinghamshire County Cricket Club
Trent Bridge
Nottingham NG2 6AG**

**or email the HR department at
Recruitment@nottsccc.co.uk**

Closing date for receipt of applications will be
5pm Thursday 24th July 2025
Interviews will take place on Friday 1st August 2025

Candidates must be eligible to work in the UK

No agencies please

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Nottinghamshire County Cricket Club

Trent Bridge, Nottingham, Ng2 6AG

(0115) 9823000

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