



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Operations Manager - Events & Experiences

Department: Food & Beverage
Reporting to: Senior Operations Manager – Events & Experiences
Contract: Permanent

DIMENSIONS OF ROLE

Hours: Five shifts of eight hours rostered between Monday to Sunday, including one-hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

Support to deliver all Events and Experiences at MCC, managing the front of house team across food and beverage service operations, including room set ups and area breakdowns, whilst upholding and pushing our customer service levels.

KEY TASKS AND ACCOUNTABILITIES

- Manage and drive high service standards for Events and Experiences held within the ground, to achieve great customer satisfaction.
- Serve as the primary point of contact for guests on events and manage front of house staff across the floor and bar, coordinating food and beverage service delivery alongside the kitchen and logistics team.
- Address and resolve any guest issues or concerns promptly and professionally.
- Gather feedback during and after events to identify areas for improvement and enhance future experiences.
- Manage room set ups and post event breakdowns.
- Collaborate closely with the sales and event coordination team to inform the guest experience.
- Recruit, train, and develop the casual team to consistently improve upon and innovate service delivery.
- Support the internal training programmes, creating content in food & beverage knowledge and customer service.
- Liaise closely with the estates and logistics team to ensure areas are safe, presentable, and welcoming to clients, guests and staff.
- To ensure accurate audit control of food and beverage stock is accounted for in accordance with the Club's procedures.
- Maintenance of service equipment to required standard.
- Deliver outputs in accordance with the agreed monthly forecast and budget, always striving for efficiency.
- Attend the weekly Ops meetings and plan accordingly with the Senior Operations Manager.
- Liaise and advise with the kitchen team over menus and service style.
- Ownership of health and safety, legal and other paperwork associated with delivery of assigned events.
- Drive the casual workforce culture, working closely alongside the HR & Wellbeing Manager to actively promote staff welfare.
- Ensure that all operation standards and manuals are kept up to date.
- Ensure post events reports are completed and maintained.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match-days, including weekends.
- Any other duties as required whether in the Department or elsewhere around the Ground.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

PERSON SPECIFICATIONS, SKILLS AND QUALIFICATIONS

- Strong leadership and team management skills.
- Experience in a front-of-house management, customer service role in events or hospitality.
- Excellent interpersonal and communication abilities.
- Ability to create relationships with all levels of team, catering, wider MCC team & clients.
- Exceptional organisational and multitasking skills.
- Ability to remain calm under pressure and adapt to changing circumstances.
- IT literate, including Word, Excel Outlook & PowerPoint.
- Flexibility in working hours
- Personal licence
- WSET Level 2
- Food safety Level 2/3 and allergen training
- IOSH

Written by: M Noya-Rey

Date: October 2024

Accepted by:

Date: