



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Senior Operations Manager Events

Department: Food & Beverage
Reporting to: Head of Events Operations
Contract: Permanent

DIMENSIONS OF ROLE

Hours: Normal working hours will be 9 hours a day, Monday to Friday (inclusive), including one-hour unpaid lunch on each day worked; making a total of 40 working hours per week.

KEY PURPOSE OF ROLE

To support and deliver Events and Experiences at the Club, driving high standards across all areas. Lead on training programmes for our casual workforce ensuring we remain an inclusive and diverse operations team.

KEY TASKS AND ACCOUNTABILITIES

- Deliver high levels of service for all Events and Experiences held within the ground, to achieve high levels of customer satisfaction.
- Set an example across all elements of delivery as lead manager on event days whilst supporting and driving the team in the wider multi-site operation.
- Forecasting of staffing levels, liaising with the casual staffing team to track and monitor against updates.
- Lead the weekly Operations meetings and plan accordingly with Head of Event Operations.
- Deliver outputs in accordance with the agreed monthly forecast and budget.
- Monitor and uphold standards, maintaining relevant accountability across all levels of the team.
- Develop, train, and motivate our casual workers to consistently improve upon and innovate service delivery.
- Structure, coordinate and enhance training programmes with a holistic view, leading recruitment, induction and upskill sessions to feed into the evolving delivery across the year.
- Document training records and advance role specific training for bar, BOH & FOH managers, expanding upon and interlinking the LRC course, shadowing programme & WSET modules.
- Management of venue rooms, overseeing set up and breakdown standards in areas.
- Quality control of uniform standards, venue aesthetics and service equipment.
- Oversee and delegate the operational weekly admin; kit lists, manager packs, furniture movements, bar cleaning schedules, alcohol licencing forms, DDR kit, event kit stock conditioning and candle & disposable orders.
- Liaise closely with the Estates and Logistics teams to ensure areas are safe, presentable, and welcoming to clients, guests and staff.
- Liaise and advise with Kitchen team over menus and service style.
- Ownership of health and safety, legal and other paperwork associated with delivery of events.
- Ensure that all operation standards and manuals are kept up to date.

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

- **Excellent Communication Skills:** Able to convey information clearly and professionally to diverse audiences.
- **Ability to Build Strong Relationships:** Strong capacity to build and maintain effective relationships with teams, clients, and stakeholders at all levels.
- **IT Literate:** Proficient in Microsoft Word, Excel, Outlook, and PowerPoint.
- **Excellent Interpersonal Skills:** Strong ability to interact effectively with a wide range of individuals.
- **Budgeting Knowledge:** Skilled in financial management, including budget planning and control.
- **Organisational Ability:** Highly organised with the ability to manage multiple tasks and deadlines.
- **Personal Licence:** Holds a valid personal licence for alcohol sales.
- **WSET Level 2:** Qualified with a Level 2 Award in Wines & Spirits (WSET).
- **Food Safety Level 2/3:** Certified in food safety, ensuring compliance with regulations.
- **Allergen Training:** Trained in managing and communicating food allergens.
- **IOSH:** Holds an Institute of Occupational Safety and Health (IOSH) certification.

Written by: M Noya-Rey

Accepted by:

Date: September 2024

Date: