

**Job Role: Oxford City Football Club – Matchday Lead and Stadium Manager**

Full time, permanent position

£28,000-34,000 pa

Reporting to: Head of Strategy and Football Operations

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We are seeking a Full Time Matchday Lead and Stadium Manager at Oxford City Football Club based in Marston, Oxford. An exciting opportunity to make your mark on a fast-growing club and work across the women’s, men’s, boys and girls teams.

**Background:**

Oxford City Football Club based just minutes from the ring road in Oxford welcomes 80,000 facility users per year. Within the facility there are two football pitches in use across seven days of the week plus six netball courts that bring a heavy footfall during weekend and evenings. A full-time education academy hosts 80 students during the week as well as Women’s and Men’s first team sessions. The weekends bring Men’s and Women’s First Team fixtures, youth tournaments and grassroots football fixtures.

**Role specification:**

This role is specifically to be the Matchday Lead for the club responsible for the Men’s and Women’s First Team, plus delivery of all other matchday’s and non-matchday events for external and internal parties. The role is also designed to ensure the smooth operation of the Stadium and the site. As Stadium Manager you will ensure the site is appropriately staffed, safe to operate and that we deliver exceptional customer service.

Men’s games are played on Tuesday evenings and Saturday. The Women’s team play on a Sunday. The education Academy matches are Wednesday.

This role does require evening and weekend work.

**Key Responsibilities:**

Event Coordination:

* Matchday Lead, supervise other non-match events, tournaments, and activities on site.
* Ensure all logistical aspects of events are well-executed.

Exemplary Customer Service

* Greet and assist visitors and guests in a friendly and professional manner.
* Handle enquiries and feedback promptly and effectively.
* Ensure that all visitors have a positive experience.

Facility Operations:

* Supervise the opening and closing of the facility as per the schedule.
* Maintain cleanliness and orderliness throughout the centre.
* Monitor equipment, ensuring safety and functionality.

Staff Management:

* Lead, train, and motivate a team of front-line staff, including reception and facility attendants.
* Manage shift rotas.
* Conduct regular performance appraisals and provide feedback.

Safety and Security:

* Enforce safety rules and regulations to ensure the well-being of all users.
* Respond to emergencies and incidents, following established protocols.
* Conduct safety inspections and report any maintenance issues.

Membership and Sales Support:

* Assist with bookings, season tickets, ticket sales, permits, renewals, and enquiries.
* Participate in marketing initiatives to attract new visitors and bookings.

Administrative Tasks:

* Maintain accurate records of daily operations, incidents, and inventory.
* Assist with financial transactions, including card payment handling and reconciliation. Complete administrative tasks such as scheduling and reporting.

**Person Specification - Essential Personal Characteristics**

* Full understanding and experience in match day and event planning and delivering high quality experiences aligned to objectives and target audience
* Excellent time management and organisational skills
* High level of oral and written communication skills at all levels
* Strong understanding of budget processes with the ability to work with budgets and produce profit and loss reports
* High attention to detail
* Ability to multitask and deliver upon expectations
* Confident in the Microsoft 365 Suite including Word, PowerPoint, Excel and outlook
* Resilience with the ability to work to deadlines and stay focused under pressure
* Due to the nature of this work, the candidate must be able to work a wide array of hours with a varying time schedule to suit the seasonal priorities of the football industry
* Enhanced DBS
* Match Day/Event and/or Hospitality Management or equivalent
Experience working within a busy/versatile or sports stadia environment
* Full UK driving licence and access to own vehicle.
* Ability to work a flexible schedule with unsociable hours, including weekend and evening cover.
* Ability to work in a team and independently on own initiative.
* Highly organised with strong communication and time management skills.
* Embody Club values – community, people, partnerships

**Person Specification - Desirable Characteristics**

* Health and Safety for events
* Experience of working in professional sports environment (preferably football).

**Salary:** £28,000 - £34,000pa
**Annual Leave:** 22 days + bank holidays

**Benefits:**

Friends and Family season ticket
Uniform supplied
Annual employee wellbeing grant
Pension with employer contribution (after 3 months in employment)
Free school holiday childcare (ages 4 to 12) at sister company Ignite Sport UK Holiday Camps
On site parking

**Work Location:** In person, Oxford City FC, The Community Arena, Oxford, OX3 0NQ

**Applications**

To apply for this role, please send a current CV and a covering introduction outlining your suitability for this role to club@oxcityfc.co.uk (Please label the subject of the email as ‘Matchday lead’)

Closing date: Sunday 20th October 2024.

1st interviews to be held week beginning 21st October 2024.

We uphold a robust recruitment process. Applicants must be eligible to work in the UK and willing to undergo an enhanced DBS check with additional prior employment vetting.

Oxford City Football Club is an Equal Opportunities Employer. We celebrate diversity and are committed to creating and maintaining an inclusive environment for all employees.

No agencies please.