MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Senior Operations Manager (Ground)

Department: Ground Superintendent’s Office
Reporting to: Ground Superintendent
Contract: Permanent

DIMENSIONS OF ROLE

Hours: Five shifts of eight hours rostered between Monday to Friday, including one hour unpaid lunch on each day worked; making a total of 35 working hours per week. This job entails occasional evening work as well as regular weekend work from March to September. On certain cricket days (major match days e.g. international match days and Cup Final days) you will be required to work extended hours on consecutive days.

KEY PURPOSE OF ROLE

• To help design and deliver the safety and security operation for the Ground in compliance with the terms and conditions of the Lord’s Safety Certificate

KEY TASKS AND ACCOUNTABILITIES

• Delivering the daily safety and security operation on all match days and non-match days.
• Ensuring that Lord’s operates for the foreseeable future in a Covid-secure environment.
• Management of the Steward’s Office and the Gate Security teams.
• The recruitment, training (virtually and face-to-face), and deployment of stewards and security personnel.
• Reviewing and updating safety and security documentation and plans, including the Ground Safety Operations Manual, emergency procedures manuals, steward handbook, briefing documents, and training records.
• Representing the MCC at the Safety Advisory Group and otherwise liaising with the local authority, emergency Services, the England & Wales Cricket Board, the Sports Ground Safety Authority and other external stakeholders.
• Managing a budget of £1m plus.
• Acting as an ambassador for the MCC in all interactions with Members, visitors, and stakeholders.

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

• Act as Senior Operations Manager (Ground) on all match days. This will involve working extended hours.
• Assistance with any aspect of the Ground’s match day safety and security operation as directed by the Safety Officer.
• 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

SMART
• We make informed decisions
• We cut out inefficiency and complexity
• We ensure that everything we do looks, sounds and feels high quality

ATTENTIVE
• We are welcoming hosts to people of all cultures and backgrounds
• We pride ourselves on impeccable manners
• We work with other organisations for the good of the game
We set our own high standards
We constantly seek out better ways of working
We encourage people to be imaginative in their work

HEALTH AND SAFETY

At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures
To 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

Essential
Proven operational experience in the sports and/or event sectors.
Excellent leadership and management skills with a proven ability to lead from the front.
Experience of strategic and/or operational planning.
Experience of training and developing a team to maximise its potential.
Excellent face to face customer service skills.
Excellent oral and written communication skills.
Ability to manage budgets in line with operational requirements.
Proficient in using basic IT software including Outlook, Word, Excel and PowerPoint.
Common sense and personal resilience.

Desired
Level 4 Diploma in Spectator Safety Management (or working towards this qualification).
Strong understanding and knowledge of the following documents and guidance:
- Guide to Safety at Sports Grounds (Version 6 – Sports Ground Safety U)
- SG02: Planning for Social Distancing (Sports Ground Safety Authority)
- Elite Sport Stage 5 – return to competition: safe return of spectators (Department of Culture, Media and Sport)
Management of large groups of staff (employees and casual workers).
Experience of high volume recruitment.
Operational planning knowledge and experience from sporting and/or entertainment venues.

Written by: Jeff Cards

Date: January 2021

WORKING AT MCC

Gym  Canteen  Pension  Flexible Hours  Tickets  Maternity  Health Insurance  Cycle to Work  Holiday

Marylebone Cricket Club  lords.org