



## **OPERATIONS MANAGER**

### **Job Description**

**Job title: Operations Manager**

**Reporting to: Head of Operations**

#### **Role Description:**

AFC Wimbledon is a professional football club based in South West London playing its home games at the Cherry Red Records Stadium, a 9-000 seater stadium funded by our fans, which opened in August 2021. Our men's team play in EFL League One, while our women's team also play in the third tier of the football pyramid. We also proudly host London Broncos matches in the Rugby League Championship, as well as a host of nonmatchday events.

AFC Wimbledon is looking to recruit an Operations Manager who will lead the day-to-day Operations of the Cherry Red Records Stadium, as well as becoming the matchday delivery lead for stadium hires (approximately 10 London Broncos rugby league matches and five AFC Wimbledon Women's matches). The Operations Manager will also be responsible for the successful delivery of non-matchday events, such as pitch hires and site rentals including film/TV/advertising shoots.

The successful candidate will also support AFC Wimbledon (men's) matchday delivery when required.

AFC Wimbledon Ltd

Plough Lane Stadium, Plough Lane, London, SW17 0NR

Email: [enquiries@afcwimbledon.ltd.uk](mailto:enquiries@afcwimbledon.ltd.uk) Website: [www.afcwimbledon.co.uk](http://www.afcwimbledon.co.uk) Registered in

England No. 4458490 Vat No: GB834 8734 00



## **Key Responsibilities:**

### **Operational Management:**

- Coordinate the entire Operations & Catering Department to ensure 'best experience' at all touch points
- Responsible for event delivery, liaising with the commercial department, IT, Cleaning, Facilities, Catering, Reception, Security and Grounds Teams as required.
- Chair weekly Stadium Events Meetings (internal staff) on upcoming events / bookings, debriefing and following up recent events.
- Conduct all pre-event day works and safety checks to ensure the stadium is ready for opening
- Maintain a comprehensive knowledge of the stadium to enable efficient working practices.
- Along with other members of the department, manage the invoicing, purchasing, and ordering process in line with company policy.
- Undertake Project Management requirements, maintaining a keen eye for detail, ensuring all aspects of projects are meticulously planned and executed.
- To work in conjunction with the Facilities Manager and the Site Manager for the Training Ground (based in New Malden) to ensure all operational aspects of the Club are covered.
- Undertake ad-hoc requests and demonstrate operational flexibility.
- Adhere to all company regulations regarding policies, procedures, safeguarding, health and safety.
- Deputise for Head of Operations in their absence.

### **Event Management:**

- Liaise with the Commercial Manager / wider commercial department and/or event organiser, to ensure that the stadium is prepared to the client's requirements for any event bookings.
- Conduct prospective client walk-rounds
- Communicate with colleagues and suppliers to ensure events requirements are met. This includes pre-event meetings, sharing client information and scheduling logistics for effective event delivery.
- Create, own and distribute event sheets and protocols for all non-matchday events.

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- On event days, meet the clients, brief staff, conduct regular check-ins during the day with a mindset of exceeding their expectations.
- Produce Standard Operating Procedures for key business functions. Work with multiple stakeholders to consolidate a clear framework highlighting 'Best Practice'.

## **ADDITIONAL INFORMATION**

The role will report directly into the Head of Operations and will be a key member of the Operations Team with responsibility across both the Stadium and Training Ground.

The successful applicant will be an organised, driven individual with high standards, professional demeanour, and have initiative in abundance.

All staff who work weekends will be permitted to take Time Off In Lieu within two weeks either side of the event.

## **QUALIFICATIONS AND EXPERIENCE**

- A minimum of 2 years' experience within sport or events.
- Project management experience
- experience in managing a range of stakeholders
- Permanent UK resident or a foreign national with legal authorization to work in the UK.

## **ATTRIBUTES REQUIRED**

- Highly organised
- High level of attention to detail and pride in work
- Genuine interest in Sports and Events Management.
- Strong computer skills
- Good written and verbal communication skills.
- Good with people
- Excellent communication and intrapersonal skills.
- Able to work under pressure and to tight deadlines.
- 'Can do' and proactive attitude
- Good problem solving ability
- Hard working
- willingness to work as part of a small team
- High standard of customer service

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- Someone who will understand and deliver our club values of togetherness, resilience and constant improvement, as well as our ambition to provide 'the warmest welcome in football' at all times.

**The role will be offered on a permanent basis working 37.5 hours per week, working 5 days in 7 including some match days (typically weekends and evenings).**

Closing date: 13 February 2026

How to apply: Please [click here](#) to apply

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AFC Wimbledon is committed to the principle of equal opportunity in employment and its employment policies for recruitment are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender re-assignment, marriage and civil partnership, pregnancy and maternity/paternity, race, religion or belief, sex or sexual orientation.

AFC Wimbledon is committed to safeguarding all children, young people and adults are risk involved in its activities and events. The group recognizes its responsibility to safeguard the welfare of vulnerable groups by a commitment to procedures to protect them. The group additionally expects all staff and volunteers to fully support and promote these commitments.



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