



## **Projects & Stadium Operations Director**

<b>Salary:</b>	Competitive
<b>Hours:</b>	Full Time (Permanent)
<b>Closing Date:</b>	19 <sup>th</sup> January 2018
<b>Location:</b>	London Stadium

West Ham United is a dynamic Premier League football club located at the iconic London Stadium in the heart of Stratford. The Stadium which boasts the highest number of Season ticket holders in London is sold out week in week out and to a crowd of almost 60,000 supporters. Continuously improving the supporter matchday experience for their loyal fans is at the heart of the Club's ethos.

West Ham United value our staff who enjoy generous benefits, including a contributory pension scheme, 25 days' leave and life assurance. You can also take advantage of childcare vouchers, interest-free season ticket loans, a cycle to work scheme and our employee wellbeing programme.

### **Key Responsibilities:**

#### **CONTRACT MANAGEMENT**

Manage and monitor main stadium contracts and relationships to ensure the smooth running and commercial performance for all West Ham United events.

Maximise the supporter experience working with partners at the stadium.

Contribute to the future operating plans for the club.

Attend and represent the club at all external meetings concerning delivery of events.

#### **COMMERCIAL**

Drive and maximise commercial opportunities within the function that simultaneously whilst delivering compelling propositions to our supporters.

#### **PROPERTY**

Ensure that WHUFC's commercial interests are protected at all times.

Ensure that West Ham United's property portfolio is managed and maintained in accordance with the Club's property strategy.

## **EVENTS**

Manage and develop the performance of the Stadium contract in terms of service provision, budgets, resources and health and safety in line with company procedures and statutory regulations.

Develop and maintain excellent relationships with all external parties who contribute to the success of the London Stadium and the supporter experience.

Ensure that the service agreements are complied with and the highest level of service is provided.

## **OPERATIONS**

To plan, organise, manage and lead the activities of the Club's Operations. These include but are not limited to Facilities Management, Security, Safety, Cleaning and Catering and cost control.

The development of strategies to develop the Stadium and the Training Grounds and control costs.

Ensure all documentation is appropriately maintained in accordance with statutory requirements.

Ensure that service agreements are agreed with our suite wide partners and that the terms and standards of such agreements are complied with.

## **Person Specification**

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

### ***Education/Qualifications/Experience:***

- Credible experience in a similar role
- Strong experience of project and event management and delivery
- Proven leadership experience at senior management level including setting or and delivering against strategic plans
- Experience of working with a diverse range of stakeholders and proven success at building and maintaining excellent working relationships with these stakeholders

### ***Abilities/Skills/Knowledge:***

- Commercially focussed and capable of leading on large business deals
- Results driven; thrives on a challenge, action orientated and pragmatic in approach; flexible when required
- Strong financial, budget management, planning and control skills

- Dynamic, strong and collaborative leader with a desire to get the best out of people and teams
- Strategic thinker and planner
- Excellent communication and influencing skills and the ability to establish, maintain a wide variety of internal and external stakeholders
- Understanding and commitment to the Club's Equality Policy and ability to promote anti-discriminatory practice.

We are committed to the principle of equality and equal opportunities in employment and have been accredited with the being Disability Confident Committed. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

Once you have applied for this role you are required to complete an equal opportunities survey to allow the Club to monitor the success of its equality initiatives. The survey will take two minutes and can be access using the following link: [https://www.surveymonkey.co.uk/r/WHU\\_Equal\\_Opportunities](https://www.surveymonkey.co.uk/r/WHU_Equal_Opportunities).

To apply please email your CV with a covering letter and return e-mail address to [hr@westhamunited.co.uk](mailto:hr@westhamunited.co.uk) by **19<sup>th</sup> January 2018**. We encourage applicants to apply as early as possible as we reserve the right to close the advert earlier than advertised.

