

ROCHDALE AFC

JOB DESCRIPTION & PERSON SPECIFICATION



JOB DESCRIPTION		
1	Job Title	Operations Manager
	Salary	Competitive
	Hours of Work	You will have a standard working week of a minimum of 40 hours. You will be required to work outside of normal office hours, at evenings, weekends and match days.
	Location	Rochdale Association Football Club, Crown Oil Arena, Sandy Lane, Rochdale, OL11 5DR
	Responsible to	Chief Executive Officer
	Responsible for	Staff responsible for all operations including Grounds, Bars, Security & Safety Officer. All external contractors relating to facilities and matchday management.
	Contractual status	Permanent
	Job share	Not suitable for job share
2	Overall purpose of the Job	Lead on the management of all operations run by Rochdale AFC to ensure a first-class experience to customers, visitors and Club stakeholders.
3	Duties and Responsibilities	• Lead on the delivery of the Crown Oil Arena infrastructure maintenance and upgrading requirements. • Provide strategic leadership, direction and support to the Crown Oil Arena operations departments of the club including Match Operations, Safety, Security and Facilities; liaising with the internal and external Food and Beverage and Events staff as required. • Lead a bottom up review of all Crown Oil Arena operational activities to improve the efficiency and effectiveness of Club delivery. • Oversee the RAFC Community Trust facilities as agreed within the SLA. • Oversee the Dale Futures facilities as agreed within the SLA • Prepare risk assessments and collaborate with the Safeguarding Officer where required and scrutinise and collate risk assessments in respect of all works carried out by external contractors. • Liaise with the security consultants to ensure matchday compliance with all requirements of the safety certificate. • Lead the planning and organisation (including stakeholder compliance) of all assigned matches and events within the Crown Oil Arena covering football matches, rugby matches, concerts and other events as required. • Management of relationships with all stadium stakeholders (internal and external). • Share ownership of, and periodically review, all elements of the Venue Operations Manual (VOM) with the Finance Controller and Head of Safeguarding.

		- Carry out any other reasonable duties as requested from time to time. Staff Management - Be responsible for the day-to-day management of the ground staff team, external contractors and consultants as required. - Work with the Facilities Manager to ensure all aspects of the stadium grounds, building and all training facilities are clean and well maintained to the standards associated with a EFL football club. - Ensure the Crown Oil Arena operations are resourced effectively and that there are accurate and appropriate staff levels to match the level of business and the service promise. Budget Management - With the CEO and Finance department, set and maintain the stadium operations budget, making sure cost controls are implemented as needed to achieve positive financial results - Oversee control of all inventories, product cost, and purchasing of the operations and ground staff. HEALTH AND SAFETY RESPONSIBILITIES - Take responsibility and care for the health and safety of yourself and other employees and members of the public who may be affected by your acts or omissions at work. - To comply with all aspects of the club's Health and Safety Policy and arrangements, to enable the company to perform its civil and statutory obligations in relation to Health and Safety
4	General	At all times represent Rochdale AFC in a professional and courteous manner with regard to dress, presentation, personal hygiene, attitude, conduct and professionalism. To be able to work flexible and unsociable hours where the role of the job requires.

PERSON SPECIFICATION	DESCRIPTION
1 QUALIFICATIONS	
Essential	• Full clean driving license with access to own transport.
Desirable	• Health and Safety based qualification (e.g. NEBOSH, IOSH) • Project Management based qualification (e.g. PRINCE2, APM) •
2 EXPERIENCE	
Essential	• Demonstrated event operations or stadium management experience within a high placed environment. • Proven experience delivering large scale projects on time and on budget • A solid track record of managing and forecasting budgets. • Proven ability to lead, develop and motivate teams and people • Demonstrated experience implementing change in large scale and/or complex operations • Proven experience managing and developing relationships with internal and external Stakeholders • Educated to Degree Level (or experience normally associated with this level of qualification)
3 PERSONAL SPECIFICATION - SKILLS & ABILITIES REQUIRED	
Essential	• Excellent communication (oral and written) and interpersonal skills • Ability to work under own initiative and as part of a team • High level of accuracy/attention to detail • Capability to put systems and processes in place for new operations • Ability to maintain strict confidentiality • Strong influencing, negotiation and presentation skills • Very Competent in the use of Microsoft Excel and Word Applications. • An experienced and effective leader who is able to encourage maximum performance and engagement • An excellent communicator, with the ability to engage effectively with both internal and external stakeholders • Collaborative, supportive, and solution-focussed • Believes in and demonstrates the Clubs' organisational values • A proven desire for constant improvement personally and professionally • Committed to and an understanding of equality and diversity in sport • Resilient with the ability to multi-task and deal with stressful situations • Open minded, is able to review decisions and operations in line of new situations or information. • Flexible approach to meet the nature and demands of the business. • Ability to work under pressure • Work within tight timeframes

About Rochdale AFC

Founded in 1907, Rochdale AFC is an established professional football club, who will compete in The EFL for the 2026/2027 season, alongside FA Cup and FA Trophy knockout competition commitments. We are involved in a broad range of sporting, commercial, and charitable activities, with a controlling stake in the club recently acquired by The Ogden Family.

From time to time, the successful applicant may be asked to assist with activity essential to club operations that is not outlined in the above day to day duties. The successful applicant must carry out his/her duties with due regard for Rochdale Association Football Club Limited policies and procedures, and act in the best interest of Rochdale Association Football Club Limited at all times.

The successful applicant must ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations.

The Rochdale AFC family is wholly committed to safeguarding, and promoting the welfare and safety of young people. We fully expect our Board, employees, and volunteers to demonstrate and communicate this commitment at all times. As such, a DBS check will be required in order to undertake this post.

Closing date 15th June 2026.

Email applications to Laura.Thomas@rochdaleafc.co.uk