

**Job Description:****Department:****Reporting:****Location:****Salary:****Operations Administrator****Operations****Safety and Security Officer****27GWR****Competitive****Background**

Brentford Football Club is a professional football club based in the London Borough of Hounslow, that currently plays in the English Football League Championship. The Club was founded in 1889 and has called Griffin Park its home since 1904. 2020 represents the start of a new era for Brentford, with the Club moving to a new, 17,250-seater stadium with outstanding facilities for fans, broadcasters, corporates and the community. The new stadium, open for the start of the 2020/21 season, is the cornerstone of a longer-term vision that aims to see Brentford FC reach the Premier League on the field and ensure that the Club is sustainably run off the field.

Situated next to the M4, the new Brentford Stadium is located a mile from Griffin Park and is at the centre of the Brentford East redevelopment scheme, which includes the construction of more than 900 new homes, a new purpose-built location for Brentford FC Community Sports Trust, and a public square with shops and cafés. Brentford FC plays a very active role in its local community.

The Club is a four-time winner of the EFL Community Club of the Year Award and is the only professional football club in the UK with a Business in the Community and Community Mark Award. In total, Brentford FC Community Sports Trust delivers more than £13 million of social benefit to the West London area.

The Role of the Venue Operations Administrator

The Venue Operations Administrator is responsible for assisting the Safety and Security Officer with administrative duties such as gathering all match day paperwork, preparation of briefing packs and the coordination of match day staff postings for Turnstile Operators/Stewards and response teams.

Main Accountabilities

- Assist and co-ordinate with the match day staff postings for turnstile operators/ stewards and response teams.
- Advise and keep the Safety and Security Officer updated on staffing levels for all home fixtures.
- Administration of match day paperwork and processes to staff
- Print documentation for briefing packs for Stand Managers/Supervisors/ turnstile operators/ medical team and match officials
- Ensure all Stand Managers folders are up to date and relevant for the event
- Update notice board in Stewards room to capture existing information and new information which may be relevant to the match day operation
- To ensure that all staff uniform is available and unlocked for distribution prior to staff arrival.
- Manage the PDA ticket scanners, bodycams handheld Radio resources. To include charging, inspection and issuing of units and the return, fault log and charging of the units in a timely manner
- Issue staff timesheet/ payroll information to Safety Officer/Stadium Operations Manager and accounts and deal with any pay queries for match day staff
- Collate and administrate the recruitment of new staff with contracts and proof of Identification/Right to Work processes and administrate the photo passes for staff in collaboration with the Operations team
- Post-match – file match day paperwork and amend postings for future games in a timely manner.



- Manage and act on any ticketing issues arising from the fixture, in liaison with the ticket office, and post-match incident reports in liaison with the Safety Officer
- Assist with turnstile/steward and response team induction and other training (including tabletop training exercises) and assist the operations team's club's vision and customer service strategy
- Liaise with residents regarding fixtures and use of car parking for televised matches
- Process purchase orders and monitor expenditure for operations budgets
- Undertake such other duties appropriate to the level and character of work as may reasonably be required. Significant permanent changes in duties will require agreed revisions to be made to this Job Description.

General Club Accountabilities:

- To ensure compliance with all relevant Club policies, including health and safety policies and with specific reference to the data regulations (GDRP and PECR)
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing Brentford FC
- To keep confidential any information gained regarding the Club and its personnel
- To maintain a flexible approach to work at all times

Key Internal Relationships

- Venue Sales
- Communications
- Finance

Person Specification - Essential Personal Characteristics

- Previous exposure to working with senior management and the ability to communicate with staff at all levels
- Demonstrable ability of working in a customer service environment and a desire to provide excellent service at all times
- Ability to manage a team, including experience of event briefing and debriefing
- Excellent communication skills in all forms, in person, via phone and written communications
- Accurate and effective report writing
- Full competence across the MS Office product suite (Word, Excel, Powepoint)
- Friendly, helpful, and cheerful persona
- Meticulous attention to detail and the ability to spot anomalies in data and written reports
- Ability to work calmly under pressure and be adaptable
- Ability to work unsupervised
- A genuine team player with a collaborative working style and approach to problem-solving
- Flexible approach to working hours and the ability to work some unsociable hours as required

Person Specification - Desirable Characteristics

- Competence and experience of working in a stadium environment
- Competence and experience of briefing and debriefing staff
- Competence & experience in the recruitment, training, and development of employees
- High level of numeracy and literacy
- An interest in football