

# Job Description

<b>Job Title</b>	Operations Director		
<b>Reports to</b>	Managing Director	<b>Direct Reports</b>	Head of Venue Operations Head of Event Management Head of Event Services Head of Venue Security Health & Safety Manager Contracts Manager – CBRE (3 <sup>rd</sup> Party)
<b>Location</b>	Coventry Building Society Arena, Coventry	<b>Working Pattern</b>	Working a five in seven pattern. Will require weekend and evening working.
<b>Term</b>	Permanent/ Full time	<b>Start Date</b>	ASAP

## Roles and Responsibilities:

### OVERVIEW

Reporting to the Managing Director, the Operations Director holds a key operational leadership role responsible for overseeing the day-to-day delivery of operations across Coventry Building Society Arena.

This role is central to maintaining the arena's operational readiness, safety, and maintenance while delivering a world-class experience for visitors, fans, and event clients. The Operations Director will lead cross-functional operational teams, ensuring full compliance with all relevant legislation and industry standards, while also upholding excellence in service delivery.

A critical aspect of the role involves managing relationships with key stakeholders, including but not limited to regulatory authorities, venue tenants, and major event partners—such as Coventry City Football Club (CCFC), Coventry City Council, and the Safety Advisory Group. The postholder will work closely with these stakeholders to support seamless event execution and long-term strategic alignment.

The Operations Director will also play a pivotal role in driving commercial success, ensuring the arena remains fit for purpose, adaptable to evolving legislative and sustainability requirements, and capable of meeting the demands of elite sporting and entertainment events.

## Role & Responsibilities

### Venue Operations

- Manage the overall venue security plan covering all aspects of operation, working with local agencies as required.
- Create and deliver an effective parking strategy that maximises commercial revenues while delivering a strong customer experience across on- and off-site requirements.
- Lead the operations team in day-to-day venue operations.
- Manage the existing portfolio of commercial tenants.
- Develop, alongside the Head of Venue Operations and transport contractor, a suitable travel management plan where required to ensure compliance with traffic authorities for all events at the Coventry Building Society Arena.
- Manage key supplier contracts, including but not limited to car parking, IT, and AV.
- Ensure compliance with all required legislation, particularly for the Premises Licence, General Safety Certificate, and planning obligations, as well as the SAG committee.
- Ensure relevant security plans and maintenance schedules are in place at all times, with particular attention to security and counter-terrorism measures.
- Alongside the Head of Venue Operations, manage relationships with Arena Park and local off-site parking sites, promoting positive working relationships.

### Facilities & Maintenance

- Manage CBRE FM Services to deliver venue maintenance, understand CAPEX planning, and ensure the team maintains an up-to-date PPM schedule and full compliance.
- Contribute to the ongoing maintenance plan and CAPEX projects.
- Oversee CBRE in the execution of routine maintenance plans and capital projects.
- Work with CBRE to ensure compliance and standards are met, continually improving building standards across the venue.
- Take an active role in future development projects, such as hotel refurbishment, pitch development, or external structural works.
- Hold overall responsibility for identifying, assessing, and mitigating risks within the venue, working with direct reports including the Health & Safety Manager, Safety Officer, Head of Event Management, and Head of Venue Operations to promote a safe and secure working environment.

### Home Ground

- While the pitch is maintained and managed day-to-day by Coventry City Football Club, the Operations Director is responsible for maintaining positive working relationships with the club's operations and pitch team.
- Manage the off-season schedule for live events or other sporting activities within agreed contractual parameters, ensuring that schedules, maintenance, and pitch repairs are clearly communicated and accurately costed.

## Stadium Bowl Events & Events

- Oversee relationships between the Head of Venue Operations and promoters for stadium and arena concerts, working alongside the Managing Director to maximise margins and profits.
- Use existing relationships to continue promoting the venue for live events, both indoor and outdoor, particularly during the football off-season.
- Support and mentor the Head of Venue Operations in contract negotiations for live events, ensuring agreements and concert contracts are up to date both commercially and legislatively.
- Ensure the Event Services team meets all compliance requirements and maximises ancillary revenues where appropriate.
- Maintain a safe and secure environment for all individuals within the event facilities.
- Manage budgets to ensure compliance is upheld and costs are agreed in advance and within financial parameters.
- Lead the strategy for sports tenders for the Arena and Stadium.

## General

- Create and deliver a 3–5 year operational strategy encompassing KPIs and objectives for all key operational workstreams.
- Lead strategic relationships with Coventry City Football Club, the Safety at Sports Grounds Authority, Coventry City Council, West Midlands Police, Fire and Ambulance Services, and other governing bodies.
- Work with the Commercial teams to maximise opportunities that support the delivery of commercial strategies, including sponsorship requirements.
- Ensure the venue exceeds all Health & Safety regulatory requirements and is perceived by all visitors as a safe and welcoming environment.
- Create and test all business continuity and crisis management plans in conjunction with the Head of Event Safety and Security and relevant authorities.
- Drive a positive culture across Venue Operations, Event Management, and Service Delivery, ensuring the highest standards of safety and experience for both visitors and staff at Coventry Building Society Arena.

**Please note:** This job description is not exhaustive. The successful candidate must be adaptable to change, open to new challenges, and willing to embrace diverse ways of working. A creative, solutions-focused mindset—thinking outside the box while maintaining full compliance—is essential. Responsibilities may evolve over time in line with business needs and development. Any changes will be made at the discretion of Coventry Arena Retail Ltd and communicated appropriately.

## Person specification:

Factor	Essential	Desirable
<b>Relevant Qualifications</b>		
NEBOSH	X	
Prince 2 – Project Management – 7		X
NVQ 4 – Spectator Safety	X	
Senior Leadership Qualification – L7 or similar		X
<b>Relevant experience</b>		
At least five years' experience in a senior operational management role at a venue/stadium/arena.	X	
Experience of managing a multi-disciplined team.	X	
Experience of leading a team to deliver major events (sport and music).	X	
Experience of managing and delivering on compliance requirements.	X	
Experience of managing changing cultures.		x
Experience of managing the relationship with key stakeholders such as Safety at Sports Ground authority and SAG's.	X	
Proven experience in managing significant budgets and contracts.	X	
Venue cleaning management experience	X	
Facilities Management experience	X	
Strong commercial, project and financial acumen	X	
Experience of managing technology partners.		X

## Leadership, skills and abilities

- Strong communicator with the ability to build trust across diverse stakeholders.
- Inspires high-performing teams through accountability, collaboration, and leading by example.
- Pro-active and solutions-focused, turning strategy into action.
- Balances short- and long-term planning aligned with business goals.
- Results-driven and thrives in fast-paced, dynamic environments.
- Takes ownership and delivers with accountability.
- Adaptable and resilient, adjusting to change with creativity.
- Customer-focused with strong cultural awareness.
- Maintains professionalism and ensures consistent operational excellence.
- Manages multiple priorities calmly and effectively.
- Team-oriented, respectful, and supportive across all levels.
- Develops talent through mentorship and clear leadership.
- Makes confident, data-informed decisions in challenging circumstance.
- Embraces innovation and drives change.
- Builds strategic partnerships with senior stakeholders and external partners.