

BURTON ALBION FC

PIRELLI STADIUM · PRINCESS WAY · STAFFORDSHIRE DE13 0AR U.K.
01283 565938 · WWW.BURTONALBIONFC.CO.UK · COMPANY NO.488096



JOB DESCRIPTION

JOB TITLE	Hospitality and Events Operations Manager
LOCATION	The Pirelli Stadium, Princess Way, Burton-on-Trent, DE13 0AR
REPORTING TO	Head of Venue
CONTRACT	Permanent, full-time (part time considered)
JOB TYPE	Standard working week of 40 hours. Work required outside of normal office hours, at weekends, evenings and public holidays for matches and events. Time given back in lieu.

Job Summary

The post holder will lead the delivery of premium matchday hospitality and non-matchday events at The Pirelli Stadium. As a highly organised professional with a strong Food bias background, the post holder manages large-scale operations, ensures exceptional guest experiences and oversees the coordination of catering, events, and hospitality services.

They act as the key point of contact between internal teams, external partners and clients, with a hands on approach to ensuring smooth operations in a high-profile, fast-paced stadium environment..

Role Responsibilities

Matchday & Event Operations

- Leads the planning, setup, and delivery of all matchday hospitality, including executive boxes, lounges and premium fan experiences.
- Oversees the operations of non-matchday events such as conferences, banquets, concerts and private functions.
- Along side the Head Chef – Maintain the 5 star standards in Health and hygiene, keeping records up to date
- Ensures seamless coordination between catering, stewarding, facilities and technical teams.
- Monitors quality of service, guest experience and brand standards across all hospitality areas.
- Responsible for the ordering and stock management of Kiosk related food, beverage and consumable items

Leadership & Team Management

- Manages, trains and motivates hospitality operations staff, ensuring high performance and excellent customer service.
- Builds strong relationships with the catering team, suppliers and contractors.
- Develop rotas and staffing plans to meet operational needs within budget.
- Oversees on-boarding of a new conference and events booking system

The Albion Football Club (BOT) Ltd · Pirelli Stadium, Princess Way, Burton-on-Trent, Staffordshire DE13 0AR
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Commercial & Client Relations

- Acts as the main point of contact for key clients, sponsors and VIP guests on event days.
- Works with the sales and events team to translate client requirements into operational delivery.
- Identifies opportunities to enhance premium experiences and maximise revenue from hospitality services.

Compliance & Standards

- Ensures all operations comply with health & safety, licensing and safeguarding regulations.
- Implements and maintains standard operating procedures for hospitality and events.
- Monitors financial performance, budgets and cost controls for hospitality operations.

Special Features:

- Whilst the Club is an equal opportunities employer, please note that this role requires a level of fitness suitable for being on your feet during matches/events; lifting and carrying of food and beverage items and equipment whilst supporting facilities for events.
- All employees may be required to undertake any other duties as may be reasonably requested.

Health & 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 & Safety Policy and arrangements, to enable the company to perform its civil and statutory obligations in relation to Health & Safety.

Safeguarding Responsibilities

- Adhering to safeguarding policies and procedures as outlined by the Club; and report any safeguarding or welfare concerns to the Designated Safeguarding Officer in the first instance.
- This position required an Enhanced DBS check due to the nature of the work involved.

Equality, Diversity and Inclusion responsibilities

- Hold a commitment to equality, diversity and inclusion in the workplace

This document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

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Qualifications/Experience/Knowledge

- HND in Hotel, Catering or Institutional Management – or number of years experience normally associated with this level of qualification
- NVQ Level 3 in Hospitality and Food Service Management
- Proven supervisory/management experience delivering first-class service to customers (ideally within a stadium, arena or large entertainment/sports venue)
- Demonstrated experience of budgetary management and control
- Personal licence holder

Person Specification – Skills/Abilities

- A proactive, solution focussed mindset – with a passion for delivering exceptional guest experiences and a commitment to continuous improvement
- Customer Service Oriented with effective stakeholder and client engagement
- Ability to influence others through excellent communication and presentation skills
- High level of accuracy with attention to detail
- Excellent planning and prioritisation skills in order to meet strict deadlines - with the ability to manage and prioritise own and others workload;
- Flexible approach to meet the nature and demands of the business

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Code of Conduct

The Club expects the highest standards of integrity and conduct in all matters concerning the Club and its employees. The Code of Conduct (along with the Staff Handbook) makes clear the standards of conduct expected from its employees and explains the responsibilities of the Club, as the employer. All employees are expected to act wholeheartedly in the interests of the Club at all times. Any conduct detrimental to its interests or its relations with its customers, suppliers, the general public or damaging to its public image shall be considered to be a breach of Club rules and policies. Discriminatory, offensive and violent behaviour are unacceptable and any complaints or concerns will be dealt with and acted upon.

Equality Inclusion & Diversity

Burton Albion are committed to ensuring that equality, inclusion and diversity of opportunity is at the very heart of everything we do to ensure we provide fair and non-prejudicial access to the services across the Club. We uphold everyone's freedom of rights and choice to be different and aim to provide opportunities for everyone to succeed. It is the policy of the Club that no person, whether player, job applicant, employee, volunteer or customer, shall be discriminated against. The Club opposes all forms of unlawful and unfair discrimination, either direct or indirect, or harassment, on the grounds of the following 'protected characteristics': Age, Disability, Gender Reassignment, Marriage & civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex and Sexual Orientation. Anyone who is found to be in breach of this could receive disciplinary action, which may well include suspension and dismissal.

The Club is fully committed to the EFL Equality, Diversity & Inclusion Standards and we particularly welcome 'entry level' applications from women, individuals from Black and Minority Ethnicities, the LGBT community and anyone with a disability.

Safeguarding

Burton Albion is committed to and has both a moral and legal obligation to ensure that all children and vulnerable adults are protected and kept safe from harm whilst engaged in services organised and provided by the Club and believes that the general wellbeing, welfare and safety of all children and vulnerable adults engaged in Club activities is of the utmost importance. The Club will fulfil its responsibilities by ensuring it displays best practice in safeguarding matters – including Safer Recruitment - carried out in a spirit of partnership and openness with the child or vulnerable adult, families and the relevant local authority.

Potential applicants are advised to check on the government website (<https://www.gov.uk/tell-employer-or-college-about-criminal-record/what-information-you-need-to-give>) whether cautions / convictions should be disclosed as part of their application.

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