



Head of Stadium & Venue Operations

Location: Grosvenor Vale, Ruislip

Reporting to: Chief Executive Officer

Direct reports: Stadium, facilities, bar, events and matchday operational staff, including casual and contracted personnel.

Role Purpose

The Head of Stadium & Venue Operations is responsible for the safe, efficient and commercially successful operation of Grosvenor Vale and the Wealdstone Social Club.

The role has two closely connected areas of ownership:

1. Ensuring the stadium is well maintained, clean, safe and operationally efficient, while delivering consistently welcoming and fan-friendly matchdays.
2. Acting as the business leader of the Social Club, with responsibility for developing its matchday and non-matchday potential as an important ancillary revenue stream for Wealdstone Football Club.

The successful candidate will combine strong operational discipline with commercial initiative. They will be expected to take ownership, identify opportunities, solve problems and manage the stadium and Social Club as businesses rather than simply administering existing activities.

Key Responsibilities

Stadium Operations and Facilities

- Take day-to-day ownership of the operation, presentation and maintenance of Grosvenor Vale.
- Ensure the stadium is consistently clean, safe, functional and ready for use.
- Develop and manage planned, preventative and reactive maintenance programmes.
- Identify maintenance requirements early and ensure that issues are resolved promptly and cost-effectively.
- Manage relationships with cleaning, security, maintenance, waste management and other external contractors.
- Monitor utilities, supplies, staffing and other operating costs, identifying opportunities to improve efficiency without compromising safety, service or the supporter experience.
- Ensure all areas of the ground reflect positively on Wealdstone Football Club.
- Maintain appropriate operating procedures, maintenance records and supplier documentation.

Matchday Operations and Fan Experience

- Lead the operational planning and delivery of all first-team matchdays and other stadium events.
- Produce clear matchday operating plans covering staffing, stewarding, security, cleaning, catering, bar operations, supporter movement and incident management.



- Work closely with the football, ticketing, commercial, communications and supporter-facing teams to deliver a coordinated matchday operation.
- Ensure home and visiting supporters receive a welcoming, efficient and professional experience.
- Regularly review the supporter journey, including arrival, entry, signage, cleanliness, toilets, food and beverage service, stewarding and departure.
- Identify and implement practical improvements that increase supporter satisfaction and encourage repeat attendance.
- Recruit, organise and manage casual matchday staff and contractors.
- Ensure operational readiness for high-attendance, high-profile or higher-risk fixtures.
- Lead post-match reviews and ensure that lessons and agreed improvements are carried forward.

Social Club Leadership

- Act as the general manager and commercial leader of the Wealdstone Social Club.
- Take responsibility for the Social Club's financial and operational performance.
- Develop the Social Club into a more active and profitable part of Wealdstone Football Club.
- Maximise revenue from the bar and venue on matchdays.
- Build a programme of commercially attractive non-matchday activity.
- Develop the venue's use for events including wakes, private parties, community functions, corporate events, sporting viewing parties, music events and other suitable activities.
- Proactively generate enquiries and bookings rather than relying solely on inbound demand.
- Establish clear pricing, packages, booking terms and operating procedures for private and public events.
- Ensure each event is properly planned, staffed, priced and delivered.
- Monitor event profitability and discontinue or redesign activities that do not provide an appropriate financial return.
- Develop relationships with local businesses, community groups, event organisers, funeral directors, promoters and other potential sources of bookings.
- Work with the marketing and communications teams to improve awareness and promotion of the venue.
- Explore opportunities to introduce regular or recurring events that build a broader customer base for the Social Club.
- Ensure that the venue's programme remains consistent with the values and reputation of Wealdstone Football Club.

Financial and P&L Responsibility

- Prepare and manage annual operating budgets for the stadium and Social Club.
- Take responsibility for agreed revenue, gross-margin and operating-profit targets.
- Produce regular forecasts and performance reports for the CEO.
- Monitor sales, staffing costs, stock, wastage, contractor costs, utilities, maintenance expenditure and event profitability.
- Introduce effective stock control, purchasing and cash-handling procedures.
- Negotiate commercially appropriate terms with suppliers and contractors.
- Develop business cases for proposed investments, events and operating changes.
- Identify opportunities to increase revenue, reduce avoidable costs and improve the financial contribution of the stadium and Social Club.



- Ensure financial controls are consistently followed by permanent, casual and contracted staff.

Capital Projects

- Oversee capital and improvement projects undertaken at Grosvenor Vale.
- Help establish project scope, priorities, budgets and delivery timetables.
- Obtain and assess supplier and contractor quotations.
- Coordinate contractors and internal stakeholders to minimise operational disruption.
- Monitor expenditure, quality, deadlines and project risks.
- Provide regular progress reports to the CEO and Board.
- Ensure completed projects are properly documented, handed over and incorporated into ongoing maintenance programmes.

Compliance, Safety and Risk Management

- Ensure that the stadium and Social Club comply with applicable safety, licensing, accessibility, food hygiene, fire safety and venue operating requirements.
- Maintain appropriate risk assessments, operating plans, inspection records and emergency procedures.
- Work effectively with the local authority, emergency services, football authorities and other relevant bodies.
- Ensure that alcohol licensing requirements and venue conditions are consistently observed.
- Promote a strong culture of safety, accountability and professional conduct.
- Escalate significant operational, safety or financial risks promptly.

People Leadership

- Recruit, train, schedule and manage permanent and casual operational staff.
- Set clear expectations and hold staff and contractors accountable for service, conduct and performance.
- Build a flexible, reliable staffing structure appropriate for matchdays, events and routine stadium operations.
- Ensure team members understand their role in delivering a positive supporter and customer experience.
- Create an operating culture that is practical, responsive, commercially aware and willing to help across traditional departmental boundaries.

Key Performance Indicators

Performance measures are expected to include:

- Stadium cleanliness, condition and operational readiness.
- Matchday supporter satisfaction.
- Matchday incidents, complaints and operational failures.
- Delivery of matchdays within agreed operating budgets.
- Social Club revenue, gross margin and operating contribution.
- Number, frequency and profitability of non-matchday events.
- Bar revenue and spend per attendee.
- Venue utilisation on non-matchdays.



- Stock variance and wastage.
- Maintenance costs and completion times.
- Utility and contractor cost control.
- Delivery of capital projects on time and within budget.
- Compliance with safety, licensing and operating requirements.

Candidate Profile

The successful candidate is likely to have:

- Significant experience managing a stadium, hospitality venue, events business, leisure facility, bar, club or comparable customer-facing operation.
- Experience taking ownership of a budget, business unit or profit-and-loss account.
- A strong understanding of hospitality, bar or event economics.
- Demonstrable experience improving revenue, controlling costs or developing underutilised facilities.
- Strong operational planning and project-management skills.
- Experience managing employees, casual workers, contractors and suppliers.
- A practical understanding of facilities management, maintenance and venue compliance.
- The ability to remain calm, decisive and visible during busy or challenging events.
- Strong communication skills and the ability to work effectively with supporters, customers, employees, volunteers, contractors and public authorities.
- A willingness to work evenings, weekends and matchdays as required.

Personal Attributes

- Commercially minded and entrepreneurial.
- Highly organised and operationally disciplined.
- Comfortable taking ownership and being held accountable for results.
- Practical and willing to solve problems directly.
- Customer-focused, with a strong instinct for what creates a positive fan and guest experience.
- Cost-conscious without being short-sighted.
- Able to move comfortably between strategic planning and hands-on delivery.
- Proactive rather than reactive.
- Resilient, calm and dependable.
- Committed to the success and reputation of Wealdstone Football Club.

How to apply

Send your CV, a short covering note and links to your work to secretary@wealdstonefc.com

Interviews will be held as soon as practical.