



Job Role: Oxford City Football Club – Hospitality & Events Coordinator

Full time, permanent position
£32,000

Background:

Oxford City Football Club based just minutes from the ring road in Oxford welcomes 80,000 facility users per year. Within the facility there are two football pitches in use across seven days of the week plus six netball courts that bring a heavy footfall during weekends and evenings. A full-time education academy hosts 80 students during the week as well as Women's and Men's first team sessions. The weekends bring Men's and Women's First Team fixtures, youth tournaments and grassroots football fixtures.

We are seeking a Hospitality and Events Manager to join our team. This is a pivotal role to ensure the seamless delivery of first-class hospitality services on matchdays and non-matchday events. You will be responsible for the first enquiry contact to the feedback post event, growing a hospitality team, managing event logistics, and ensuring the highest standards of customer service. Additionally, you will oversee venue readiness to maintain excellence in hospitality operations. The person looking to join us will be hands on and have the motivation to grow within the club in line with the business growth goals, contributing to long-term consistency in leadership and service delivery.

Key Responsibilities:

Manage bookings from enquiry to delivery of the event.

To be the face of our matchday hospitality and event spaces, hosting a welcoming environment that fans and clients want to return to.

To work closely with our Commercial Lead to ensure our club partners experience the best hospitality and value-added services within their sponsorship contracts.

Manage the preparation and execution of matchday and event operations, including staffing, set-up, service, and breakdown.

Supervise and support staff to ensure consistent service standards and team cohesion.

Act as a first point of contact for customer and client queries or concerns, resolving issues promptly and professionally.

Ensure compliance with health and safety, licensing, and food hygiene regulations.

Liaise with our catering partners, bar manager, and senior management to ensure seamless event delivery.

Build and maintain relationships with our catering and event partners.

Monitor stock levels, cleanliness, and presentation of hospitality areas before and during events.

Contribute to training and performance feedback for casual staff.

Manage the coordination between multiple departments — catering, security, stewarding, event operations — ensuring the hospitality offer is seamless and flows.

To build relationships with the local community and businesses to market event opportunities.

To liaise and coordinate sponsored matchday with partners.

To think creatively and find opportunities to deliver events linked to national and local campaigns.

Build a hospitality client list and network from expanding sales locally to selling event spaces and becoming a known contact for away teams.

To carry out tasks across the business as requested in line with business goals.

How You Support Our Strategy

Community

Create a welcoming and enjoyable environment for supporters, visitors, players and community groups by delivering excellent customer service and matchday experiences across the club.

People

Lead, develop and support bar staff through effective training, communication and leadership, helping create a positive and high-performing team culture.

Partnerships

Build strong relationships with suppliers, event organisers and internal departments to ensure smooth operations and consistent service delivery across the venue.

Finance

Support a sustainable financial model through effective stock control, efficient operations, strong sales performance and the profitable delivery of matchdays and events.

Our Values in Action

We Set the Tone: By maintaining high standards of service, presentation, compliance and professionalism across all bar operations.

We Exceed Potential: By continually improving customer experiences, operational efficiency and team performance.

We Connect with People: By creating a friendly, welcoming atmosphere and delivering positive experiences for supporters, guests, staff and visitors.

We Aim High: By identifying opportunities to grow revenue, enhance service delivery and raise standards across the club's hospitality offering.

Person Specification

Essential:

- An understanding of the operational flow of hospitality services from small, bespoke to large-scale events, including set-up, service delivery, and breakdown.
- Full understanding of how to deliver a high-quality, customer-focused service, including complaint handling, service recovery, and client liaison.
- Experience in coordinating, supervising, and motivating front-of-house teams at longer events.
- Strong leadership and communication skills with a calm, proactive approach under pressure.
- Excellent attention to detail, organisation, and customer service focus.
- Proven experience in hospitality or event management, ideally in a stadium or large venue.
- Familiarity with regulations governing alcohol service, food safety, and event health and safety.

Other Requirements

- Must be available to work evenings, weekends, and public holidays, particularly on matchdays and during scheduled events.
- Able to stand and walk for extended periods, lift and carry equipment, and perform physical duties as required in a fast-paced environment.
- Expected to maintain a high standard of personal presentation and professionalism at all times, in line with club image and brand values.
- Experience in supporting the development of junior or casual staff, helping build team capability and morale.
- Proven leadership in a high-pressure environment

Desirable:

- Knowledge of stadium event flow: pre-match, during-match, and post-match operations.

- Understanding alcohol service laws (especially during sports events), age checks, and responsible service practices.
- Understanding of stock control, bar reconciliation, and basic financial reporting.
- Bar trained and ability to create event bars.
- Knowledge of menu curation for a variety of events.
- Level 3 Supervising Food Safety or Health & Safety Qualification

Annual Leave:

28 days including bank holidays

Benefits:

- Friends and Family season ticket
- Uniform supplied
- Annual employee wellbeing grant
- Pension with employer contribution (after 3 months)
- Free school holiday childcare (ages 4 to 12) at Ignite Sport UK Holiday Camps
- On site parking

Work Location:

In person, Oxford City FC, The MGroup Stadium, Marston, Oxford, OX3 0NQ

How to apply:

To apply, please send a copy of your CV and a covering letter to our recruitment team: club@oxcityfc.co.uk telling us why you are the best candidate for this role.

Application deadline: October 18th

We uphold a robust recruitment process. Applicants must be eligible to work in the UK and willing to undergo an enhanced DBS check with additional vetting. Applicants will be required to complete safeguarding and health and safety training as part of the induction process.

Oxford City Football Club is an Equal Opportunities Employer. We celebrate diversity and are committed to creating and maintaining an inclusive environment for all employees.