



Oxford City Football Club is community-based football club that welcomes over 80,000 facility users per year. The site comprises two 3G football pitches, six netball courts, and a busy clubhouse, all in use across seven days of the week including evenings. Our men's first team compete in the Enterprise Hire National League, the fifth tier of the English football pyramid, the highest position the club has been at in its 143-year history. The Women's first team go from strength to strength in the Southern Regional Women's Football League, step five of the Women's pyramid. A full-time education academy hosts over 80 students during weekdays. Evenings and weekends bring Men's and Women's First Team fixtures, youth tournaments and grassroots and academy football fixtures. Our facility plays host to events of all sizes, and we are soon to welcome the addition of a brand-new hospitality and event space.

Oxford City Football Club are currently 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 leading the hospitality team, managing event logistics, and ensuring the highest standards of customer service. Additionally, you will oversee staffing, training, and venue readiness to maintain excellence in hospitality operations. The person looking to join us should 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 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.

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.

## 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.

### Education and Training

- Level 2 Food Safety and Hygiene or willingness to complete it.

- First Aid at work (or willingness to complete)

- Basic Health and Safety training

### 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 and Experience

- 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 stock control, bar reconciliation, or basic financial reporting for hospitality outlets.
- Level 3 Supervising Food Safety or Health & Safety Qualification
- Personal Licence Holder
- Safeguarding Training (Level 1 or higher)

Job Type: Full-time

Salary: £33,000-£36,000 + annual performance-based bonus

### **Benefits:**

- Company pension
- Cycle to work scheme
- Free bus travel within Oxford
- Employee discount
- Free childcare at sister company holiday camps
- Health & wellbeing grant
- Free, on-site parking
- Family & friends season tickets & discounts

Work Location: In person

Application deadline: 28<sup>th</sup> July, 2025

### **How to Apply:**

Please send a CV with covering introduction including a summary of why you are a perfect candidate for shortlisting. Applications via email to Louise Merritt: [l.merritt@ignitesportuk.com](mailto:l.merritt@ignitesportuk.com)

### **No agencies please.**

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, First Aid 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.