



Role Profile

Job Title:	Bristol City Football Club Front of House / Office Manager
Reports to:	Operations Manager
Purpose of the Role:	The Front of House/Office Manager will be primarily responsible for supervising the day-to-day operation of the building, ensuring the highest standards of Front of House, ensuring the health and safety of staff, players and visitors at all times.

Accountabilities/Responsibilities

- Managing the Reception, Telephony, Room Reservations, Catering and Cleaning
- Implement and maintain dynamic operational/office administrative working procedures
- Implement safe working practices to ensure safety of building occupiers and visitors.
- Supporting any requests for staff/guest transport and accommodation bookings
- Organising company events or conferences
- Ordering stationery and furniture
- Assisting with first team department preparation of letters, presentations, and reports
- Booking and managing of internal meetings, events and invoicing on Events Management System
- Organising induction programmes for new employees (starters/leaver process)
- Ensuring that health and safety policies are up to date
- Overseeing relationships with service providers for; security, parking, cleaning, catering, technology and so forth
- Implementing emergency plans and evacuation procedures (Fire Marshall/First Aider)
- Overseeing security, fire prevention, and other safety systems (Scheduling Testing/ Pool plant water testing)
- Scheduling regular M&E Facility Maintenance.
- Manage medical team administration
 - o Player & Staff appointments/travel
 - o Ordering medical consumables & equipment
 - o Updating and requesting of new player notes



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Qualifications and Competencies

- Communication and influencing skills, in person and in writing
- Analytical and problem-solving skills and efficient decision-making
- The ability to lead and manage projects
- Attention to detail but also the ability to see the implications for the bigger picture
- Commercial awareness
- Office management awareness and/or willingness to learn
- Organisation, time management, prioritising and the ability to handle a complex, varied workload
- A good knowledge of IT packages
- Display a high level of discretion and maintain strict confidentiality

Salary:	Dependent upon experience
Contractual Status:	Permanent (Part-Time, 2 x vacancies/shifts, proposed times, 8.00am – 2pm and 1.30pm – 7pm)
Location:	The Robins High Performance Centre, Failand, Bristol