

The Role – Operations Manager - Championships

We are seeking a proactive and detail-oriented Operations Manager – Championships to be responsible for the development, planning, operational delivery and evaluation of the traffic and transport plan for all attendee groups at The Open. Working with the Head of Attendee Operations, and through effective collaboration with multiple internal and external stakeholders, the successful candidate will develop and plan transport operations up to two years ahead of each event, to deliver a world class championship that is seen as industry leading in line with departmental and organisational aims.

The successful candidate will advise, guide and support colleagues on the transport operational plans for other professional and amateur championships, in particular supporting the Amateur Championships team on the planning of the Curtis Cup and Walker Cup matches when held in GB&I.

The individual will fulfil a managerial role within the Championships department assisting with wider departmental projects and initiatives and communicating these to other members of the department.

Key Responsibilities

- Lead the development, delivery, and continuous improvement of transport operations for The Open, ensuring safe, efficient, and compliant event delivery.
- Manage transport planning, budgeting, forecasting, risk management, resource allocation, and operational performance.
- Collaborate with internal teams, external partners, local authorities, landowners, and suppliers to develop and implement transport solutions that complement the staging and operational plans inside the venue.
- Oversee the design and delivery of transport infrastructure and services, including parking, traffic management, park-and-ride operations, vehicle routing, and pedestrian movement.
- Lead the procurement and management of specialist contractors and suppliers, ensuring delivery to agreed standards, budgets, and timelines.
- Manage transport project teams, consultants, and operational staff, providing leadership throughout planning and on-site delivery.
- Act as the point of escalation for transport operations, resolving complex issues and advising stakeholders across championship events.
- Drive innovation and best practice through operational evaluation, industry engagement, and continuous improvement initiatives.
- Build and maintain strong stakeholder relationships, influencing and negotiating to achieve successful event outcomes.

What We Offer

We offer a great benefits package including the following:

- Competitive Salary
- Company Pension Scheme and Sick Pay
- Life Insurance Cover
- Enhanced Maternity/Partner Pay
- 35 Days Holiday Per Year
- Free tickets to The Open and AIG Women's Open each year (and other relevant R&A Championships)
- Cycle to Work Scheme
- Season Ticket Loan
- Contribution towards glasses for VDU use
- Discounts available across 800 UK retailers and local businesses

Who We Are Looking For

The ideal candidate will have the following experience and attributes:

Essential Experience

- Degree level qualification, or equivalent relevant work experience.
- Substantial experience working in major, complex, sporting events or equivalent in event operations.
- Experience adapting to changing environments and managing multiple workstreams simultaneously.
- In-depth knowledge and experience of budgeting and forecasting.
- Proficient use of Microsoft Office applications, particularly Outlook, Excel, PowerPoint and Word.

Desirable Experience

- Experience working in event transport planning and operations at greenfield sites.
- Strong project management skills and experience and/or a project management certification.
- Understanding of procurement and contract administration processes.

Skills and Competencies

- Excellent organisational and planning skills.
- Strong attention to detail and accuracy.
- Ability to communicate, negotiate with and influence a variety of internal and external stakeholders, including senior leadership.
- Use of own initiative to progress tasks without direction.
- Ability to work independently and as part of a team.
- Strong analytical and problem-solving abilities.
- Financial awareness and budget tracking capability.

How to Apply

Please submit your CV, Cover Letter and Salary Expectations to Recruitment@RandA.org.