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| Job Title: | Operations Manager (18-month Fixed Term Contract) |
| Department: | Championships |
| Reporting To: | Head of Attendee Operations then Director - Championships whilst HoAO is on Maternity Leave |
| Direct Reports: | N/A |
| Version | V1 – 17 November 2026 |

## Job Purpose

This is an 18-month fixed-term contract to help co-manage the planning, operational delivery and evaluation of the traffic and transport plan for all attendee groups at The Open whilst The R&A's Head of Attendee Operations is on maternity leave. Other, non-transport aspects of The Head of Attendee Operations role will be absorbed by other individuals within The R&A.

This will be done through effective collaboration with multiple internal and external stakeholders, developing and planning the upcoming and future stagings of The Open, to deliver a world class championship that is seen as industry leading in line with departmental and organisational aims.

To support the Head of Attendee Operations and Director - Championships in planning future venue transport and land rental approaches, and in advising, guiding and supporting colleagues on the transport operational plans for other professional and amateur championships where relevant.

To work closely alongside the Operations Manager, ensuring continuity of the transport workstream through a structured handover prior to, and hand-back following, the period of maternity leave, and to assist with wider departmental projects and initiatives, communicating these to other members of the department.

## Key Accountabilities

To support the Head of Attendee Operations and Director - Championships in managing and delivering:

- All aspects of the transport operational plan for The Open at current and future venues, including planning, budget setting, resource allocation, risk management, policy, communications, liaison with key stakeholders, contractor appointment, execution and evaluation to ensure its successful delivery, in line with relevant legislation and departmental and organisational aims.
- Specifically, to lead transport planning for future years, whilst providing detailed support on the delivery of the in-year transport plan.
- Extensive collaboration with key stakeholders within the organisation, gathering, anticipating and collating complex and often conflicting departmental requirements, influencing, negotiating, developing solutions and persuading as required whilst ensuring those important relationships are managed and maintained.
- Complex negotiations with land agents, organisations and landowners to secure suitable land and resources to implement the transport plan at The Open, including the development of land rental approaches for future Championship venues.

- Writing and evaluation of Requests for Proposal, and the appointment and management of the external contractors and suppliers required to support transport operations in line with R&A policies. Through effective collaboration and detailed planning, help ensure that all contracted work is completed to the agreed schedule, on budget and in line with relevant Health and Safety and other legislation.
- Planning meetings with external suppliers, contractors, multi-agency partners and internal stakeholders, leading meetings where required, following up on resulting actions, maintaining a risk register and preparing planning documents and reports for use by the wider team and senior management.
- Design of all aspects of the transport operational plan at current and future Open venues, including public transport provision, car park access and vehicle routing, parking pass and permit allocations, coach drop-off, pick-up and parking areas, courtesy car routing and load zone areas, park and ride bus operations, routing and load zone areas, managing vehicle / pedestrian interactions and designated safe walking routes between the venue and all transport hubs associated with the operation.
- Collation of the traffic and transport plan for The Open and maintaining an orderly filing system for all documentation, ensuring all multi-agency partners and contracted suppliers complete the sections relevant to their areas.
- With support from the Marketing and Communications team, develop and implement a communications plan for all relevant stakeholders regarding traffic and transport operations at The Open, including for fans, players, officials, media, residents and local businesses and any other stakeholders requiring information on traffic and transport operations.
- Budgeting, forecasting and management of all costs associated with the agreed transport plan, to ensure that key financial indicators are met and the expected financial performance is achieved.
- Oversight of support staff and consultants employed to support the effective delivery of the transport plan during the lead-up to and on-site delivery of The Open, including contractors and suppliers responsible for car park design and management, traffic management, design of queuing and load zone areas, helipad set-up and operation, design and construction of temporary bridges, park and ride bus provision and deployment of temporary road signage.
- Close collaboration with other members of the Championships team to ensure that the transport operational plan for each current and future Championship is compatible with staging and operational requirements inside the venue.
- Resolution of transport operations issues at Championships, acting as a point of escalation, providing expertise and resolving simple to complex problems, and escalating where appropriate to the Head of Attendee Operations / Director - Championships and internal or external stakeholders when required.
- Evaluation of transport operations at each Championship, identifying gaps and opportunities and driving innovation on a continual basis, analysing lessons learned, feedback and overall performance, and applying these to the planning of future Championships so that operations remain industry leading.
- Other operational requirements for The Open as required by the Championships Senior Leadership Team.

## Resource

- Appointment and management of multiple third-party contractors and suppliers.
- Detailed budget setting, forecasting and management.
- Management of multiple, freelance consultants and suppliers during planning, delivery and evaluation of The Open.

## Expertise

Essential Qualifications

- Degree level qualification, or equivalent relevant work experience.

Essential 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.

## Travel

- Travel to relevant venues as required (approximately three to five days per month during planning and approximately four weeks on-site during the operational period).
- Travel predominantly within the UK and Ireland, occasional international travel required.

This job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the position.