

Job Title:	Operations Manager
Department:	Championships
Reporting To:	Head of Attendee Operations
Direct Reports:	N/A
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Job Purpose

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, develop and plan 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.

To 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.

To 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 Accountabilities

- Responsible for all aspects of the transport operational plan for The Open at all 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.
- Collaborate extensively 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.
- Support complex negotiations with land agents, organisations and landowners to secure suitable resources to implement the transport plan at The Open.
- Responsible for the writing and evaluation of all Requests for Proposal, appointment and management of various external contractors and suppliers required to support transport operations in line with R&A policies. Through effective collaboration and detailed planning ensure that all contracted work is completed to the agreed schedule, on budget and in line with relevant Health and Safety and other legislation.
- Lead planning meetings with external suppliers, contractors, multi-agency partners and internal stakeholders, following up on resulting actions, preparing planning documents and reports for use by the wider team and senior management as required.
- Responsible for designing all aspects of the transport operational plan at each Open venue, including 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.

- Responsible for collating 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.
- Responsible for the 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.
- Responsible for the management of support staff and consultants who are employed to support the effective delivery of the transport plan during the lead up 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.
- Collaborate closely with other members of the Championships team to ensure that the transport operational plan for each event is compatible with staging and operational requirements inside the venue.
- Act as the point of escalation for transport operations issues at championships, providing expertise and resolving simple to complex problems, escalating where appropriate to the Head of Attendee Operations and internal or external stakeholders when required.
- Support the evaluation of transport operations at each event, identifying gaps, opportunities and driving innovation on a continual basis, analysing lessons learned, feedback and overall performance, with the aim of continuously improving operations so that they remain industry leading.
- Provide expertise, advice and guidance to internal stakeholders on other professional and amateur championship transport plans, sharing best practice and resources where required, to ensure successful delivery and (where applicable) support during the final stages of the championship planning and on-site at championships.
- Establish an ongoing dialogue with key partners and stakeholders across the industry to identify emerging trends, opportunities, and risks to inform current and future strategic and operational plans.

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.