

Role Profile: Staff, Premises and Operations Committee Member of West Ham United Supporters' Club

Position Summary:

The Staff, Premises and Operations (SPO) of West Ham United Supporters' Club is a key role in overseeing the club's physical infrastructure, operational efficiency, and staff management policies. The role involves strategic planning, resource management and support for daily and long-term facility improvements. The SPO Committee member collaborates with the Committee to ensure a safe, well maintained, and member friendly environment that supports the club's mission and activities.

Key Responsibilities

1. Facilities Management and Premises Oversight

- Oversee the maintenance and improvement of the club's facilities, ensuring a safe, clean, and well-presented environment
- Assess premises related needs such as upgrades and develop proposals for approval by the Committee.
- Collaborate with the venue operators to ensure the club's venue meets the standards required by the Committee.
- Responsible for matchday bar operations, liaising with relevant people and being present ideally from start to finish on matchdays.

2. Operational Efficiency

- Analyse and recommend improvements to the club's daily operations, streamlining processes and improving cost efficiency.

- Support the development and implementation of policies and procedures for efficient club operations, including safety, security, and member service standards.
- Monitor operational expenses and work with the Treasurer to ensure budgets are effectively managed.

3. Staff Liaison and Support

- Support the club staff and members as required.
- Help establish and oversee staff roles, responsibilities, and schedules to ensure seamless operations.
- Provide guidance on staff policies and workplace standards to promote a positive, productive environment.

4. Health, Safety and Compliance

- Ensure the club adheres to health and safety regulations.
- Monitor compliance with local laws and regulations ensuring a safe environment for members, staff, and guests.
- Ensure risk assessments have been completed and implemented.

5. Member and Staff Communication

- Act as a liaison between members, staff, and the Committee, addressing any operational issues that affect the member experience.
- Communicate upgrades on facility related projects, repairs, or changes to ensure members and staff are well informed.
- Gather and assess member feedback related to facilities and operations, making recommendations for enhancements where possible.

6. Strategic Planning and development

- Contribute to the club's long term strategic planning, focusing on premises improvements and operational enhancements.
- Participate in discussions around the club's future growth, facilities expansion, and resource planning to ensure sustainability.
- Support club events and special projects, providing operational guidance to ensure successful execution.

Experience

- **Experience:** Background in facilities management, operations, Human Resources, or hospitality is highly desirable.

Skills

- Strong operational and project management skills, with an eye for detail.
- Knowledge of health, safety, and regulatory compliance.
- Excellent communication and negotiation skills, with the ability to liaise effectively with contractors, staff, and Committee members.

Attributes

- Practical and solutions-oriented approach, with a commitment to maintaining high standards.
- Collaborative, with an ability to work within a team.
- A proactive mindset and strong sense of accountability.

Time Commitment

- Attend Committee meetings and any additional meetings as needed for projects or planning sessions.

- Regular on-site presence for inspections, events, or spec projects.
- Attendance at the Matchday Bar from opening to closing whenever possible.

Last updated: 24/02/25