



Job Description

Job Title:	Facilities Manager
Department:	Operations
Reports to:	Director of Venue Operations
Location:	The Cooper Associates County Ground, Taunton and other nominated Club venues
Contract:	Permanent, full time
Hours:	Minimum of 40 hours per week to include evenings, weekends, and public holidays.

Main Purpose of Job:

The Facilities Manager is responsible for the efficient management, maintenance, and development of the Club's physical infrastructure. This role ensures that all Club facilities meet high standards of safety, functionality, and presentation, while supporting procurement operations to deliver value, compliance, and sustainability. This role plays a vital role in maintaining the day-to-day operations of the facilities at the Cooper Associates County Ground, and other Club-owned properties.

Main Responsibilities:

Facilities Management:

- Oversee the maintenance and repair of all Club facilities, at the Cooper Associates County Ground, and other Club-owned properties.
- Oversee the general cleanliness of all Club facilities taking action to make improvements where needed.
- Ensure statutory compliance with all health, safety, fire, and environmental regulations.
- Manage cleaning, security, alarms and general maintenance contracts.
- Manage the utilities contracts and take regular meter reading across the stadium and ancillary buildings.
- Oversee the waste contract, ensuring the site remains clean and effectively managed so the Club is hitting its sustainability targets.
- Undertake key-holding duties, supporting the broader operations team and being part of the out of hours call register for intruder and fire alarm activations.
- Liaise with internal departments to ensure facility needs are met for match days, training sessions, conferences, events, and community use.
- Liaise with external stakeholders to ensure the facilities remain fit for purpose and support the delivery of exceptional experiences.
- Support the Director of Venue Operations with the redevelopment of any existing facilities within the stadium.
- Support the Director of Venue Operations with the development and management of the Operations budgets for facilities-related expenditures.
- Support the Director of Venue Operations on long-term infrastructure planning, including upgrades and capital projects.

Procurement Support:

- Collaborate and support the appropriate departmental lead with all procurement processes across the Club, ensuring compliance with policies and procedures whilst understanding the operational need.

- Develop supplier relationships to secure best value, quality, and reliability.
- Maintain an approved vendor list and regularly evaluate supplier performance.
- Champion sustainable and ethical considerations being factored into purchasing decisions.
- Monitor and report on procurement spend, savings, and efficiency.

Line Management:

- Oversee the day-to-day duties of the Club's Maintenance Assistants.

General:

- To undertake the line management of the Maintenance Assistant(s) and to oversee the Venue Presentation Supervisor employed by our provider, Cirka.
- To support the broader Operations team as required on matchdays / event days.
- To uphold Somerset County Cricket Club's high standards and values by:
 - Undertaking all necessary training relating to the role.
 - Ensuring the Club's values, policies and procedures are upheld and always followed.
 - Ensuring the Club's equity, diversity and inclusion policy and standards are always upheld.
 - Ensuring the Club's safeguarding policy and procedures are always upheld.
- Take on any other responsibilities or tasks that are reasonable and within your skills and abilities when asked.

This job description is only a summary of the role as it currently exists and is not exhaustive. The responsibilities and accountabilities might differ from those outlined and other duties, as assigned, might be part of the job.

Knowledge, skills, and experience required:

Essential:

- Proven experience in facilities management, procurement, or a related operational role.
- Strong knowledge of building services, statutory compliance regulations, and health & safety legislation.
- Excellent negotiation, budgeting, and project management skills.
- Ability to lead and coordinate contractors and internal staff effectively.
- Experience of understanding and/ or diagnosing required maintenance works.
- IT literate with proficiency in Microsoft Office and facilities/procurement software.
- Excellent communication and interpersonal skills.
- Flexible to work unsociable hours over weekends, public holidays, and evenings to ensure appropriate standards are maintained at matches/events.
- Degree or professional qualification in facilities management or a related discipline.
- Experience working within a professional sports stadium or a large, multi-use environment.

Personal attributes

- Acts promptly on instruction.
- Able to work independently
- Strong team-player
- Punctual
- Competent and confident in dealing with a variety of situations, able to multi-task.
- High standards of personal and professional integrity
- Open, honest and approachable
- Enthusiastic, positive, and resilient to operating in a challenging and high-profile working environment.
- Remains calm in pressurised situations.

- Collaborative and willing to share knowledge and information to improve outcomes.
- Adaptable to work in a fast-paced, changeable environment.

Core competencies

Delivery & Performance

- Quality & Service Orientated
 - A demonstrated aptitude for understanding and satisfying internal and external customers. Provision of effective solutions. (Level 5 – Expert)
- Results Focused/Action Orientated
 - A drive to plan and deliver results despite challenges and setbacks. (Level 5 – Expert)
- Effective Resource Management
 - Understanding, respecting and effective use of the Club's resources. (Level 5 – Expert)
- Innovative Thinking
 - Aptitude to identify key components of problems, generate creative solutions and seize business opportunities by taking considered risks. (Level 5 – Expert)

Strategic Approach

- Business Awareness/Commercial Acumen
 - Ability to ensure business success and financial efficacy now and for the future. (Level 4 – Advanced)
- Strategic & Analytical Thinking
 - Capacity for conceptualising the immediate, medium and long-term local and global environmental challenges and define specific strategies for organisation growth in relation to our purpose and vision. (Level 4 – Advanced)
- Organisational Alignment
 - The aptitude to align one's own behaviour with the needs, priorities and goals of the Club. Focusing on the Club's vision before individual preferences or professional priorities. (Level 4 – Advanced)
- Talent Development
 - Full commitment to professional development and personal growth of self and others and the transfer of knowledge to future talent. (Level 4 – Advanced)
- Agility
 - Openness and ability to promptly identify and adapt to changes in the business environment. (Level 5 – Expert)

Leadership

- Active & Visible Leadership
 - Demonstrates full and public commitment to Club's Values. Operates with integrity and transparency and role-models appropriate behaviours. (Level 4 – Advanced)
- Inclusion Orientated
 - Understands and values equity, diversity and inclusion approaches and works openly with all people, regardless of identity or characteristics. (Level 4 – Advanced)
- Aptitude for Sustainability
 - Commitment to operating sustainably to ensure the Club's negative impact on the environment is kept to a minimum. (Level 5 – Expert)
- Safety Focused

- Understands, respects and values safeguarding and health and safety protocols and considers these within all aspects of the Club's operations. (Level 5 – Expert)

Relationships & Influence

- Teamwork & Collaboration
 - The capacity for working collaboratively and effectively within and across teams, and with external stakeholders, to ensure a unified direction of travel to achieving the Club's goals and objectives. (Level 5 – Expert)
- Influence & Negotiation
 - Aptitude for excellent communication and interpersonal effectiveness with the ability to negotiate with, and influence others, in respectful and honest ways to add value and achieve objectives. (Level 5 – Expert)
- Emotional Intelligence
 - Ability to understand others (including non-verbal communication methods), management of own behaviour and reactions and self-reflection especially when faced with challenging or stressful situations. (Level 4 – Advanced)

Key contacts in the business:

Internal: Director of Venue Operations, Director of Business Operations, Commercial Director, Chief Finance Officer, Director of Cricket, Head of People and Culture, Head Grounds Person, Event Safety Lead, Maintenance Assistants, Thomas Franks staff (catering partners), all Club colleagues.

External: Contractors, Suppliers, Partners, Members, Spectators.

Equal Opportunities and Inclusivity Statement

Somerset County Cricket Club endorses the principles of equality and equity and strives to ensure everyone involved with the Club has a genuine and equal opportunity to participate to the full extent of their own ambitions and abilities, to give of their best and be assured of an environment in which their rights, dignity and individual worth are respected. Everyone is responsible for creating an inclusive working environment and we expect all colleagues, partners customers and suppliers to abide by our equality, diversity and inclusion policies and procedures.

The Club ensures all existing and potential employees receive equal consideration during the recruitment process and beyond and is committed to the elimination of unlawful or unfair discrimination of any kind and on the grounds of sex, race, disability, sexual orientation, marriage and civil partnership, gender reassignment, religion or belief, pregnancy and maternity, and age.

Safeguarding Statement

Somerset County Cricket Club is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff and volunteers to share this commitment. It is everyone's responsibility to keep vulnerable people safe.

As part of our safer recruitment process all relevant roles are subject to an enhanced or standard DBS check as appropriate, and two satisfactory references. We also require every staff member to undergo safeguarding training appropriate to their role. We encourage an open, welcoming environment where everyone should feel safe to express any concerns. We have a range of policies and procedures in place which promote safeguarding and safer working practice across all that we do.

Prepared by:

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Date: 14th October 2025