



**DURHAM
CRICKET**

EMPLOYMENT PACK

OPERATIONS DIRECTOR



INTRODUCTION AND OVERVIEW OF DURHAM CRICKET

Durham County Cricket Club (DCCC) was established as an amateur Minor County in May 1882 and went on to become cricket's most successful Minor County and the first to beat a First-Class County when defeating Yorkshire in 1973. Durham was awarded first class professional status in December 1991 – the only new First-Class County in over 70 years – and played in the professional structure from 1992.

Since 2007 DCCC has had significant success winning the County Championship three times and being runners up once, and also won the Fifty Over Competition twice in Lord's finals and appeared twice in T20 Finals Day.

Since becoming a first-class county, DCCC has established English cricket's most successful academy, regularly producing international stars for England, including Steve Harmison, Paul Collingwood, Mark Wood and Ben Stokes.

Durham CCC created the first new English Test Match stadium in over 100 years securing a long-term stadium naming rights sponsorship with Emirates Airways that ended in 2021. The venue has a 14,000 permanent seating capacity and the Club has staged international cricket every year since 1999, including the successful Ashes Test held in 2013 and three games in the ICC Cricket World Cup in 2019. The Club has been awarded a further package of international matches to 2024.

A successful rebrand in 2018 created a new Durham Cricket identity. Durham Cricket is now the umbrella organisation encompassing all elements of cricket provision in the county covering the professional and recreational game and all activities impacting on the wider community of the county and beyond. Four separate organisations sit under the Durham Cricket umbrella and these are briefly described below.

Durham Cricket Community Interest Company (CIC) – Durham Cricket CIC operates the professional cricket side of the business.

Durham Cricket Foundation - the Foundation is the recreational body in Durham responsible for all non-first class cricket related activities in the County. Primarily responsible for driving the growth in participation and ensuring the cricket clubs in the county are organised in a way to provide safe, welcoming environments to allow people to enjoy a lifelong involvement in cricket. It is also the charitable arm of Durham Cricket and delivers initiatives aimed at providing opportunities and improving the lives of the local community.

Durham Cricket Events – Durham Cricket Events runs the meetings and events, hospitality and catering operations at the Riverside.

VISION, PURPOSE AND VALUES OF DURHAM CRICKET

BUSINESS DIRECTION, VISION AND VALUES

Durham Cricket has an essential role as the strategic delivery arm of the ECB in north east England. Durham Cricket also has the opportunity to mark out a very distinctive position in the world of cricket through the development and communication of an inspiring common purpose and strong individual identity (the Durham Cricket brand).

Our vision aligns the organisation from Changing Room to Boardroom, bringing together cricketing and commercial goals and resonates with our community (customers).

An effective Durham Cricket brand demands focus, ambition and a consistent approach to everything we do. There is an expectation that all our people will follow the vision, live and breathe the values and adhere to a set of consistent of behaviours. These are all set out below.

VISION

The vision of Durham Cricket has two key elements. Firstly, there is an internal vision which is designed to guide how the staff go about delivering on the organisation's values and objectives. Secondly there is an external vision which shows how Durham Cricket are going to deliver on its cricketing objectives and assist the ECB in meeting their strategies.

Internal Vision:

Durham Cricket will be recognised for having a winning culture both on and off the field achieved by highly engaged people who enjoy working together with pride and passion.

External Vision:

- 2 £2 million invested into recreational and community programmes
- 0 No debt
- 2 Winning two trophies
- 8 Producing four new England players

PURPOSE

UNLEASHING POTENTIAL THROUGH CRICKET IN THE NORTH

VALUES

PROUDLY NORTHERN

We stand for something. We are family. Genuine, welcoming with a resilient spirit and a sense of fun.

PASSIONATE ABOUT DURHAM

We care about our club, our business and our brand. The passion and emotion unites us and drives us forward to create opportunities for the north on a national and global stage.

PURSUING EXCELLENCE

We strive to be the best we can be. Continuously improving and pushing ourselves to set higher standards.

UNIQUELY CRICKET

Cricket is at our heart and heritage. It makes us unique and its principles guide everything we do.

BEHAVIOURS

The following are a series of behaviours that we expect all of our people to adhere to:

- We are ambitious in the goals we set
- We actively seek and encourage feedback in pursuit of excellence
- We focus on continuous improvement
- We are accountable for our actions
- We catch people doing things right
- We are adaptable and flexible
- We are equitable and inclusive in the way we operate
- We care for our staff and look out for them at all times
- We stay true to our vision



Operations Director Job Description

Job Title: Operations Director

Department: Operations

Reports to: Chief Executive Officer

Location: Banks Homes Riverside

Hours: Based on annualized hours of 1820 hours per year

Contract: Permanent

Salary: Competitive

The Role and its purpose:

As Operations Director, you will assume overall control of all operational management at Banks Homes Riverside. You'll be the driving force behind the safe, efficient, and customer focused operation of our venue — ensuring every member, visitor, and colleague experiences the very best service on a consistent basis.

You will take full accountability for all operational matters including responsibility for match-day and event management, venue maintenance, safety and security and ground development projects.

You'll also be instrumental in the Club's long-term growth strategy, contributing to major refurbishment and redevelopment projects, and collaborating with third-party contractors to bring the masterplan vision to fruition.

As postholder you will be the organisation's Safety Certificate holder, ensuring all elements of the certificate are delivered satisfactorily and all events at the Banks Home Riverside are operated safely, in line with Club policy and procedures.

You will work closely with all contractors, suppliers and partners to deliver outstanding matches and events, ensuring that at all times a consistently high standard of customer experience is delivered.

If you're an inspiring leader with a proven track record in operational management, and you're ready to play a key role in the next exciting phase of the Club's development, we'd love to hear from you.

Reports:	Head of Facilities
	Head of Event Safety
Key relationships:	All other members of Senior Leadership Team
	On site hospitality and catering provider
	Cricket Operations Manager
	On-site partners
	ECB, particularly Match Manager and Facilities contact
	Safety Advisory Group & members

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

General Operations and Venue Management

1. To assume overall responsibility for operational issues at the Bank Homes Riverside.
2. Continue to develop the Venue Masterplan for the site that ensures all ECB Facility Standards for an international cricket ground are met by 2028 and the overall customer experience is enhanced.
3. Develop a plan in conjunction with the Finance Director and Head of Facilities to utilise funds received from ECB annually (Maintenance Fund, Major Match Fund and Strategic Investment Fund) effectively and to improve facilities and enhance income generation.
4. Ensure all buildings, services, and equipment are maintained to industry standards, with a focus on safety, reliability, and presentation.
5. Work with Head of Facilities to devise a Planned Preventative Maintenance Schedule for the site and ensure it is delivered effectively with all statutory issues covered.

6. Create an Environmental Sustainability Action Plan for Durham Cricket in coordination with the ECB and drive the sustainability agenda for the site.

Safety and Compliance

7. Develop and maintain a venue-wide compliance strategy, ensuring adherence to all regulatory and operational requirements expected of a major sports ground.
8. In conjunction with the Head of Facilities ensure the site operates safely year round, and in line with the Club's Health and Safety Policy and non-matchday Health and Safety Manual.
9. Ensure a Risk Assessment approach is applied to all areas of site operation and all steps to minimise risk are implemented and monitored.
10. Work with the Head of Event Safety to devise an Operations Manual for the Club for all events that ensures the events are delivered safely and in line with the Club's Safety Certificate.
11. Maintain strong relationships with responsible authorities and external partners, acting as the Club's lead with the Safety Advisory Group.
12. Demonstrate strong crisis management skills, with the ability to lead confidently during unforeseen challenges or incidents.

Event Delivery

13. Lead the planning and delivery of all assigned matches and events at the venue, ensuring full stakeholder compliance and operational excellence are achieved.
14. Be the main point of contact for the ECB, and particularly the ECB Match Manager, for all major matches held at the facility.
15. Work closely with the leadership team to ensure a coordinated approach to all events that happen on site including developing a procedure for operating on-site parking on non-match and match days and communicating to all relevant parties and ensuring it is adhered to.
16. Deliver outstanding customer service across all operational teams, actively responding to and acting on customer feedback.

Strategic and Financial Management

17. Develop a long-term vision and strategic objectives for the development of the ground and facilities, ensuring alignment with the Club's ambitions.
18. Lead on the creation and implementation of an annual maintenance and development strategy for the venue alongside the Head of Facilities.
19. Develop, manage, and deliver the agreed annual operational budget in liaison with the Finance Director.
20. Maximise operational profitability, margins, and service levels while ensuring robust financial controls are adhered to consistently.

Team Leadership

21. Foster a collaborative, high-performance culture across all operational teams, promoting accountability and continuous improvement.
22. Provide inspirational leadership to a talented team, ensuring high standards of operational and logistical delivery.
23. Set clear annual objectives for all team members and manage performance through structured processes and development planning.
24. Address HR matters proactively and supports the professional growth of direct reports and wider teams.
25. Oversee and manage all third-party contractors and agencies, ensuring performance, compliance, and value for money.
26. Forge strong relationships with all on-site partners such as Bannatynes and Riverside Leisure Pavilion.

The Person

The successful candidate will have the following experience / skills / qualities:

Essential

- Extensive experience in a senior operations leadership role, ideally within a stadium or sporting organisation
- Proven track record of managing cross-functional teams with a strong focus on logistics, venue management, and stakeholder coordination
- Good understanding of project delivery, operational planning, and event execution
- A genuine passion for sport, fan experience, and creating memorable moments
- Excellent communication and stakeholder management skills, with the ability to influence and collaborate at all levels
- Demonstrable success in managing large-scale operational events and delivering projects on time and within budget
- Strong financial acumen, with experience managing significant budgets and driving cost-effective performance
- Inspirational leadership style with experience managing and mentoring high-performing, cross-functional teams
- Experience in driving a positive organisational culture and fostering team engagement
- Strong analytical and problem-solving skills, with a focus on continuous improvement and high operational standards

Desirable

- Event Management qualification
- NEBOSH General Certificate
- Project Management qualification (e.g. PRINCE2, PMP)
- NVQ Level 4 in Spectator Safety Management or equivalent

OTHER CONDITIONS

The post holder will be based at Banks Homes Riverside as part of the Operations department. Due to the nature of the work the post holder will carry out his/her duties as such times/days which are most effective to perform the tasks required. This will involve some out of hours work – evenings, weekends, Bank Holidays, as necessary. There will also be significant travel around the region to meet different organisations.

EQUAL OPPORTUNITIES IN EMPLOYMENT POLICY STATEMENT

It is the policy of Durham Cricket to treat all employees and job applicants fairly and equally regardless of age, disability, gender, reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Furthermore, Durham Cricket will ensure that no requirement or condition will be imposed without justification which could disadvantage individuals purely on any of the above situations.

We recognize and value the difference and individual contribution that people make to the organisation. We strive to ensure that diversity as well as equality is embedded in all our policies, procedures and practices, responding to employees' needs and encouraging employee development to increase their contribution to effective service delivery.

SAFER RECRUITMENT POLICY

Durham Cricket is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across our services.

HOURS

Full time permanent contract, based on annualized hours of 1820 hours per year

SALARY

Competitive

HOLIDAYS

28 days per annum (pro rata) which includes the 8 statutory Bank Holidays in England & Wales.

PENSION SCHEME

Automatic Enrolment into the Royal London Group Personal Pension Plan. Matched employee contributions up to a maximum contribution of 5% of Basic Salary.

WORKPLACE

Durham Cricket, Banks Homes Riverside, Chester-le-Street, DH3 3QR

TO APPLY

To apply for the role please complete the Application Form to recruitment@durhamcricket.co.uk

Closing date for applications – **12.00noon on Monday 24th November**