



OPERATIONS MANAGER

JOB DESCRIPTION & PERSON SPECIFICATION

Applications Close: 29 March 2026

Longlist Interviews: WC 16 March 2026

Shortlist Interviews: WC 23 March 2026

Start Date: April 2026

Scale 5 - £45,000

ENTER JOB TITLE HERE IN CAPS

JOB OVERVIEW

Job Title: Operations Manager

Location: Park Langley Club

Department: SDEG Enterprise Ltd

Employment Type: Full-time

Salary: S4 £38,187 - £44,449 per annum

Start Date: As soon as possible

Responsible to: Head of Commercial Activity

Responsible for: Duty Manager, Bar staff, Cleaners

Purpose of the Role: The Operations Manager at Park Langley oversees day-to-day operations for Old Dunstonian's Sports Club & Bar within SDEGEL. As key holder and DPS, they ensure safe, compliant and efficient service delivery, high customer standards, effective staffing and strong stakeholder relationships, managing facilities, events, maintenance, compliance, and bar operations while supporting wider Group commercial activity.

ENTER JOB TITLE HERE IN CAPS

ABOUT THE DEPARTMENT

The Operations Manager at Old Dunstonian's Sports Club & Bar, Park Langley (ODs) will oversee day-to-day operational and service delivery duties at ODs, as part of St Dunstan's Education Group Enterprises Ltd (SDEGEL) - St Dunstan's Education Group's (SDEG) commercial arm. The role supports wider Group commercial and operational activity.

As a key holder, Designated Premises Supervisor and line manager for Duty Managers and the site team, the post holder will ensure the site operates safely, compliantly and efficiently, meeting all health & safety, safeguarding, licensing and operational requirements.

The role is central to ensuring high standards of customer service, effective staffing, safe facilities, and strong relationships with clubs, partners and stakeholders.

The post holder will manage sports and event delivery, invoicing and payments, and will work closely with clubs, internal colleagues and external stakeholders. Responsibilities span site operations, maintenance, compliance, rota planning, security, and bar and cellar operations.

Training will be provided to support the post holder's professional development and to maintain up-to-date industry knowledge, aligned to an agreed development plan.

ENTER JOB TITLE HERE IN CAPS

JOB DESCRIPTION

The following list is not exhaustive but provides an indication of the scope of the role.

Business & Commercial Focus

- Work alongside the Head of Commercial Activity to agree and deliver budgeted income targets.
- Set and monitor KPIs across income streams and bookings, reviewing performance against budget.
- Support the senior management team through regular performance reviews, reforecasting and development planning.
- Review the site business model on a termly basis, introducing revised pricing, services and offers in response to demand, market conditions and supplier costs.
- Develop and maintain a site Normal Operating Procedure (NOP) covering compliance, standards, bookings, payments/banking and customer service, ensuring consistent delivery and adherence by staff.
- Utilise the Gladstone booking system to manage and maintain processes for hire and bookings and provide training and guidance to staff on Group-wide systems and procedures.
- Support the management team with enquiries relating to sports hire and events.
- Work closely with the Group's Finance dept to ensure timely and accurate invoicing, effective payment collection through online platforms, and minimisation of debt.

Bar Operations & Compliance

- Act as the Designated Premises Supervisor under the Licensing Act 2003, taking overall responsibility for the safe and legal sale of alcohol on site, including all activities and regulated entertainment.
- Ensure compliance with licensing conditions, liaise with licensing authorities, and maintain records as required by law.
- Manage licence renewals as required.
- Lead training and guidance for staff involved in alcohol service.

ENTER JOB TITLE HERE IN CAPS

JOB DESCRIPTION

Compliance, Health & Safety and Licensing

- Develop and implement daily, weekly and periodic compliance checklists to ensure facilities are clean, safe, secure and fit for purpose.
- Allocate appropriate staffing levels for activities and events, taking account of risk, participant age, spectator numbers and safeguarding requirements.
- Ensure all SDEG's safeguarding policies and procedures are fully embedded.
- Ensure all hirers and clubs comply with relevant National Governing Body standards for safety, coaching and safeguarding.
- Support and guide the management team in the delivery of events and functions, ensuring adherence to required standards and policies.
- Oversee external audits relating to catering, food safety and hygiene, ensuring compliance with statutory requirements and best practice.

Customer Service & Marketing

- Conduct annual and post-event customer satisfaction surveys, reviewing outcomes against KPIs and using feedback to inform service development.
- Ensure the website and booking platforms are kept up to date with current offers, events and accurate operational information.
- Work with the Group's Marketing and Communications team to develop and deliver an annual marketing plan aligned to business objectives.
- Undertake benchmarking to ensure pricing, services and products remain competitive.

Leadership & General Responsibilities

- Provide day-to-day leadership and performance management of Duty Managers and site staff, including recruitment input, training, development and rota planning.
- Train, support and guide staff in facility set-ups and event changeovers.
- Ensure daily banking and income reports are completed accurately and income is attributed correctly, keeping managers informed of outstanding debt.
- Complete opening and closing procedures, security checks and income recording in line with agreed processes.
- Comply with all SDEG policies and procedures relating to safeguarding, health & safety, welfare, security, equality, confidentiality and data protection.
- Work collaboratively with colleagues across the Group and act at all times in the best interests of SDEG.
- Support the delivery of the Group's strategy and contribute operational expertise to the delivery of large-scale Group events.

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REQUIREMENTS OF THE ROLE

- The role is primarily site-based at Park Langley, with a visible operational presence required during core activity periods.
- The post holder will be expected to work flexibly, including evenings, weekends and occasional early mornings, in line with the operational needs of a busy sports and events venue.
- As a key holder and Designated Premises Supervisor, the post holder must be available to respond to operational issues or emergencies as required.
- The role will involve periods of standing, walking the site and overseeing physical set-ups for events and activities.
- The post holder will be required to undertake relevant training to maintain compliance, including safeguarding, health & safety and licensing.
- The role is subject to an Enhanced DBS check and satisfactory references.

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PERSON SPECIFICATION

Essential

- Experience of managing day-to-day operations in a licenced premises, within the leisure, sports, hospitality or events sectors.
- Strong working knowledge of health & safety, safeguarding and operational compliance in a regulated environment.
- Hold a current Personal Licence under the Licensing Act 2003.
- Knowledge of licensing legislation.
- Experience of licenced premises operations, including alcohol sales and regulated entertainment.
- Experience of customer-facing service delivery, with a clear focus on standards and continuous improvement.
- Proven ability to lead, motivate and manage teams, including rota planning and performance management.
- Ability to plan, prioritise and remain calm under pressure, particularly during busy events and peak periods.
- Strong interpersonal skills, with the ability to build effective relationships with clubs, customers and internal stakeholders, at the same time as enforcing SDEG policies and procedures.

Desirable

- Confidence using booking, payment and/or CRM systems and working closely with finance teams on income collection.
- Knowledge of National Governing Body requirements for sports clubs and activities.
- Experience of working within a school, education or charitable organisation.
- Familiarity with Gladstone or similar leisure booking systems.
- Formal qualifications in leisure management, health & safety, or hospitality operations.



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