



JOB DESCRIPTION

Position:	Facilities & Operations Manager
Department:	Braehead Arena
Place:	Braehead Arena
Type	Full Time
Salary	circa £40,000 p/a
Office Address	Braehead Arena, Kings Inch Road, Glasgow, G51 4BN
Reports to	Managing Director

- About Braehead Arena**

Braehead Arena is a versatile, 5,500-capacity event space. A 10min drive from Glasgow City Centre, it is situated just off the M8 in Renfrew, Scotland.

Renowned as an Ice Centre, it is home to the Glasgow Clan Ice Hockey team, the arena’s primary anchor tenant. The venue hosts a diverse range of events, including ice hockey games, live concerts, sporting events, and exhibitions, serving as a key hub for entertainment and community engagement. It is uniquely situated within Braehead Shopping Centre.

- Role Overview**

An exceptional opportunity exists for an outstanding individual to take up the role of **Facility & Operations Manager**. This is an exciting appointment for an appropriately experienced and qualified professional to become an integral part of the senior management team reporting to the Managing Director, responsible for leading and ensuring the seamless day-to-day operation of Braehead Arena.

The ideal applicant will have a significant and successful career in events and/or facilities management, preferably gained within the sports or hospitality industries, and the demonstrable ability to robustly manage a departmental budget.

The applicant will have a clear understanding of the complexities in staging sporting events, a diverse calendar of public and corporate activities, building maintenance, property compliance and all related aspects of spectator health and safety. Knowledge of ice rink operations and ice plant systems is desirable.

- **Key Responsibilities**

Facility Management and Compliance

- Ensure full compliance with building regulations, health and safety standards, and industry guidelines for event venues.
- Maintain accurate records of compliance checks, risk assessments, and incident reports.
- Oversee inspections, audits, and certifications required for the arena's operation.

Building Maintenance

- Develop and implement a comprehensive maintenance schedule for all building systems, including HVAC, plumbing, electrical, and ice plant equipment.
- Manage repairs and refurbishment projects, ensuring minimal disruption to arena activities.
- Coordinate with external contractors and suppliers, ensuring quality and timely delivery of services.

Operational Efficiency

- Identify and activate changes to improve operational efficiency and reduce costs.
- Monitor energy usage and implement sustainable practices where possible.
- Lead the evaluation and adoption of new technologies or processes that enhance the venue's functionality.

Event Management Support

- Work closely with the Glasgow Clan and other event clients to ensure the arena meets operational needs for games, concerts, and other events.
- Coordinate with event organizers to provide operational support and ensure smooth event execution.
- Oversee the setup and breakdown of events, ensuring timelines are met and safety protocols are adhered to.

Staff Management

- Recruit, train, and manage a team of maintenance, operations, and support staff.
- Develop rotas and schedules to ensure adequate staffing levels during events and non-event periods.
- Foster a culture of teamwork, accountability, and continuous improvement among staff.

Ice Centre Operations

- Oversee the operation and maintenance of the ice rink, ensuring quality ice conditions for Glasgow Clan games and other ice-based events.
- Manage the ice plant systems, coordinating with specialists as needed for maintenance and troubleshooting.
- Ensure that ice resurfacing, refrigeration, and arena temperature controls meet operational standards.

Budget Responsibilities

- Collaborate with senior management to create annual budgets for operations ensuring alignment with organisational goals
- Monitor and control operational expenses in line with approved budgets identifying areas of efficiency and cost reduction
- Ensure appropriate allocation of resources to achieve operational goals within budget limits
- Provide accurate forecasts for monthly and quarterly reporting

• **Qualifications and Experience**

Essential:

- Proven experience in facility or building management, an event or arena setting.
 - * NEBOSH or IOSH Managing Safely qualified or equivalent
 - Solid understanding of regulations, compliance, and best practices for large event venues.
- Strong organizational and problem-solving skills, with the ability to manage multiple priorities.
- Leadership experience, including managing teams in a dynamic and fast-paced environment.
 - Excellent communication skills for collaborating with tenants, event clients, and external partners.

Desirable:

- Experience working with ice rinks, ice plants, or related systems.
- Knowledge of energy efficiency and sustainable building practices.
- Familiarity with the operational needs of sports teams or large-scale entertainment events.

• **What We Offer**

- A unique opportunity to manage one of Scotland's premier event spaces.
- A supportive environment fostering professional growth and innovation.
- Competitive salary and benefits package, commensurate with experience.

If you are a driven, detail-oriented professional with a passion for facility management and events, we invite you to join the Braehead Arena team and play a pivotal role in delivering exceptional experiences for our clients and visitors.