

Morton Stadium Manager, DCU Sport
Full time, Three Years Fixed Term Contract
DCU SPORT

DCU Sport proudly manages the award-winning sports facilities at Dublin City University (DCU). Overseeing the Sports Complex, Soccer Centre, Sports Campus, Sports Complex on St. Patrick's Campus, and Morton Stadium, we cater to staff, students, alumni, and the public. With a vibrant community of 5,000 members and a monthly footfall of 65,000, our award-winning facilities support numerous student clubs, elite teams, and individuals in their training endeavours. We are also the chosen venue for numerous national and international events. At DCU Sport, our mission is to deliver an exceptional sporting experience that connects, inspires and transforms our DCU Community.

THE ROLE

As a key member of the DCU Sport Management Team, the purpose of this post is to manage Morton Stadium. The successful candidate will be responsible for maintaining and driving exceptional standards of safety, operations, hygiene, customer service and event management. The ideal candidate will be well-versed in all aspects of facilities management. They will be a competent leader, able to provide guidance to the stadium team to achieve organisational goals. They will also have the ability to ensure positive relationships with stadium bookers to ensure all bookings and events are run in a safe and compliant manner. An integral part of this role is to maintain strong and effective working relationships with all key funders, stakeholders and strategic sports partners, especially those based in and using our sports facilities. The Manager will be driven and have the ability to achieve performance through people.

Duties and Responsibilities

Facility Operations

- Manage the day-to-day operations of the stadium, including track and field areas, changing rooms, storage, spectator zones, and equipment.
- Ensure that health and safety and accessibility is prioritised, and that legislation and regulations are implemented by all, at all times.
- Oversee cleaning, repairs, and routine maintenance (PPM) to ensure the stadium's cleanliness and hygiene is impeccable at all times.
- Contribute to the identification and planning of future sport facility development especially in planning for optimal operational effectiveness and end user experience and in ensuring we are setting the benchmark for the quality of our facilities and the end user experience.

Staff Management

- To lead and manage relevant sports facilities staff establishing a sense of pride and passion that ensures they are all focused on delivering world leading standards of customer service and facility management to the agreed performance outcomes.
- Organise rosters and ensure adequate staffing during events and peak usage times to pre-agreed KPIs.

Scheduling and Bookings

- Coordinate and manage bookings from clubs, schools, colleges, and community groups.
- Work closely with the university or sport governing bodies to facilitate training and competitions.
- Maximize usage while balancing high-performance, recreational, and community needs.

Event Coordination

- To coordinate with bookers to ensure large events, meets, and competitions (local, regional, national and international) are delivered in a safe and successful manner. This includes pre-event planning, event execution, spectator management, health & safety, communication, emergency management and post event evaluation.
- Liaise with external partners, officials, and vendors to ensure smooth event delivery.
- Ensure adequate preparation and breakdown of the facility before and after events.
- Maintain and build strong relationships with bookers and stakeholders so that policies are adhered to, and safety is a mutual understanding.
- Have the ability to manage emergency situations with large volumes of people, if they arise.

Financial Management

- Monitor budgets related to stadium operations.
- Assist with income generation through bookings, memberships, and events.
- Ensure cost-effective management of resources.

Customer Experience

- Serve as a key point of contact for users and stakeholders.
- Handle enquiries, feedback, and complaints in a professional manner.
- Foster a welcoming and inclusive environment for all user groups.
- Ensure the quality of each user experience is at the heart of all that we do and that the team is committed to making the individual experience as positive as possible.
- To represent DCU Sport and DCU at internal and external meetings and committees as required.

Compliance, Reporting and Management Team Duties

- Maintain all necessary documentation related to health and safety, inspections, and risk assessments.
- To develop the stadiums' normal operating procedures and ensure adherence by all stakeholders at all times.
- Contribute to the senior management team by reporting regularly on stadium usage, operational issues, customer feedback, and opportunities for improvement. Use data-driven insights to support strategic decisions and continuous improvement.
- Work closely with other managers to align goals, share updates, and address shared challenges effectively.
- Prepare and present regular reports detailing key metrics such as attendance, maintenance issues, incident logs, and revenue-generating opportunities.
- Contribute to sustainability efforts and energy efficiency of the facility.

Any other duties, which may be assigned from time to time by the General Manager.

WHAT WE'RE LOOKING FOR

Professional Qualifications and Experience

- Degree or equivalent experience in Sports Management, Facility Management, or a related field.
- Fluent English.
- Safe Pass (desirable).

- Proven experience managing a sports facility or similar operation.
- Strong understanding of athletics event logistics and equipment requirements.
- Knowledge of health & safety legislation and operational standards.
- Excellent organizational, communication, and leadership skills.
- Ability to manage budgets and work to targets.
- IT literacy (booking systems, Microsoft Office, etc.)
- A flexible approach to working week as evening and weekend work will apply.

Work Experience

- 5 years' experience in a facilities management role with experience managing staff, stakeholders and financial budgets desirable.

Personal Qualities

- We're on the hunt for an ambitious, motivated, and highly organised individual with a passion for athletics, events and sport development.

THE PACKAGE

As a DCU Sport team member we want you to carve a career in Sports & Fitness and thrive in the role. At DCU Sport we believe that happy customers derive from a happy team! We encourage personal and professional development and cultivate an inclusive culture where every voice matters.

- Our salary scale ranges from €35,978 – €49,050, salary is offered commensurate of experience.
- CPD Programme,
- You can avail of our gym facilities with your own gym membership as part of the package!
- As part of our commitment to a happy team and culture, we offer our team membership of the (EAP) Employee Assistance Programme which offers a range of support and services.

ESSENTIAL TRAINING

The successful candidate will be required to undertake essential compliance training – Data protection, Child Protection and Cyber Security as required by DCU Sport, further essential training will be required throughout.

HOW TO APPLY

If you're ready to make an impact and thrive in a vibrant environment, we want to hear from you! Please submit your CV to Gemma Dempsey, DCU Sport General Manager, gemma.dempsey@dcu.ie

Please note: This position is subject to Garda Vetting

At DCU Sport, we are committed to creating an inclusive and diverse workplace where every individual's culture and creativity are celebrated. We believe in the power of our team members' diverse backgrounds, abilities, and experiences to drive our collective success. Discrimination based on gender, marital status, family status, age, disability, sexual orientation, race, religion, or membership of the Travelling community has no place at DCU Sport.

Our goal is to ensure that every candidate has an accessible and positive experience throughout our hiring process. When you join DCU Sport, you become part of a dynamic community that values different perspectives, views, and personalities. We encourage you to bring your authentic self to work

every day. If you require any accommodations during the application or employment process, please reach out to gemma.dempsey@dcu.ie. Your comfort and success are important to us.