aramco stadium

JOB DESCRIPTION

Manager, Event Operations

aramco stadium

1. JOB DETAILS

Job Title (EN):	Manager, Event Operations
Job Title (AR):	مدير عمليات الفعاليات

2. JOB PURPOSE

Plan, manage, and deliver event operations across a world class high-capacity stadium hosting football matches, FIFA competitions, international sporting events, concerts, entertainment events, and other major gatherings. The role supports the senior management by translating venue strategies, policies, standards, and operational requirements into effective event delivery plans and execution, acts as the venue's event operations representative to ensure alignment between event requirements and venue operational capabilities, and manages event budgets, event coordinators, operational readiness, venue presentation, service partner performance, regulatory compliance, and stakeholder coordination to ensure a consistently exceptional guest, client, and spectator experience.

3. RESPONSIBILITIES

Event Planning and Operational Delivery

Manage all event related operational planning and execution activities, ensure venue operational capabilities are aligned with event requirements, maintain venue presentation, look and feel standards, and event readiness requirements, and act as the senior operational representative for the venue during critical event periods.

Stadium Mobilization and Operational Readiness

Manage the mobilization and operational readiness programme for all stadium events, including workforce deployment, operational timelines, venue activation schedules, resource allocation, readiness reviews, inspections, tabletop exercises, rehearsals, and test events, and manage stadium opening, event time operations, and demobilization to deliver safe, efficient, and compliant events.

Internal Stakeholder Coordination

Act as the primary event operations interface between Event Operations and stadium functional departments, coordinating planning and readiness across Safety and Security, Facilities Management and Engineering, Guest Experience, Hospitality and Premium Services, Commercial and Sponsorship, Ticketing, IT and Technology, Broadcast and Media, Finance, Procurement, Human Resources, and Marketing and Communications.

External Stakeholder and Governing Body Coordination

Act as the primary operational contact for event organizers, promoters, production companies, teams, broadcasters, and rights holders, coordinate with FIFA, leagues, federations, and governing bodies on operational requirements and tournament delivery obligations, and liaise with the Ministry of Sport, Ministry of Culture, local authorities, emergency services, civil defense, police, transport agencies, and Aramco corporate stakeholders to secure all event requirements and approvals.

Third Party Service Provider Management

Manage the operational coordination and performance of third-party vendors and event service providers, oversee the delivery obligations of the stadium's catering and hospitality provider, monitor contractor compliance with venue regulations, health and safety requirements, and event operating procedures, and escalate major performance issues, operational risks, or commercial impacts.

Event Budget Management

Prepare event cost estimates and operational budget forecasts, manage approved event expenditure in line with financial controls and procurement policies, monitor costs against budget throughout the planning and delivery lifecycle, approve spending within delegated authority, and support the development of annual Event Operations budgets, workforce plans, and operating forecasts.

Team Leadership and Continuous Improvement

Supervise and develop the event coordinators, facilitate event planning meetings, readiness reviews, event control meetings, and post event debriefs, provide stakeholder reporting, performance updates, risk assessments, and capture lessons learned to enhance future event readiness programmes.

4. TASKS

Translate venue strategies, policies, standards, and operational requirements into event delivery plans and lead all event related operational planning and execution activities.

Develop and manage event mobilization plans covering workforce deployment, operational timelines, venue activation schedules, and resource allocation for every event.

Coordinate cross functional mobilization activities across Safety and Security, Facilities Management, Guest Experience, Hospitality, Technology, Broadcast, and Commercial teams.

Manage stadium opening, activation, event time operations, and demobilization processes to ensure safe, efficient, and compliant event delivery.

Monitor readiness milestones and conduct operational readiness reviews, venue inspections, tabletop exercises, rehearsals, and test events to validate event preparedness.

Manage command and coordination activities during mobilization periods, ensuring stakeholders are aligned and operational risks are identified, mitigated, and escalated where necessary.

Support major event and tournament mobilization programmes, including FIFA competitions, international sporting events, and concerts, ensuring compliance with governing body requirements and venue standards.

Coordinate contractor, supplier, and service partner mobilization, ensuring adequate staffing, equipment, logistics, and operational support are in place.

Establish and maintain mobilization documentation, operational procedures, readiness dashboards, and reporting mechanisms to track progress and performance.

Act as the primary event operations interface with stadium functional departments and ensure every functional area understands and executes its event related responsibilities in accordance with stadium operating standards.

Act as the primary operational contact for event organizers, promoters, production companies, teams, broadcasters, and rights holders throughout the event lifecycle.

Coordinate with FIFA, leagues, federations, and governing bodies on event operational requirements, venue readiness, competition standards, and tournament delivery obligations.

Liaise with the Ministry of Sport, Ministry of Culture, local authorities, emergency services, civil defense, police, transport agencies, and other regulatory stakeholders to secure all event requirements and approvals.

Collaborate with Aramco corporate stakeholders, including Sponsorship, Corporate Affairs, Protocol, Communications, Security, Hospitality, and Executive Leadership, to incorporate corporate requirements into event delivery plans.

Manage the delivery obligations of the stadium's third party catering and hospitality provider, including operational readiness, service level compliance, food safety and hygiene, premium hospitality standards, event staffing levels, and agreed customer experience standards.

Monitor contractor and service provider performance against venue regulations, health and safety requirements, and event operating procedures, and escalate major issues.

Prepare detailed event cost estimates and operational budget forecasts to support event planning and approval processes.

Manage approved event operational expenditure, monitor costs against budget, identify variances and cost optimization opportunities, and validate staffing, contractor, security, cleaning, stewarding, logistics, temporary infrastructure, and event services costs.

Review and approve event related spending within delegated authority levels, escalate exceptions, and work with Finance to align event budgets with overall venue financial objectives.

Manage the Event Operations departmental budgets, workforce plans, and operating forecasts.

Facilitate event planning meetings, operational readiness reviews, event control meetings, and post event debriefs, and provide stakeholder reporting, performance updates, risk assessments, and improvement recommendations.

Maintain on site operational presence during critical event periods as the senior operational representative for the venue, with the flexibility to support an event driven schedule that includes evenings, weekends, public holidays, and extended hours associated with major sporting events, FIFA tournaments, concerts, and other large scale stadium events.

5. EDUCATION

1. Bachelor's degree in event management, sports management, business administration, operations management, or related discipline, or equivalent relevant professional experience, is required.
2. Recognized professional qualifications in event safety management, crowd management, or project management is preferred.

6. EXPERIENCE

1. Minimum of seven years of event operations experience in stadiums, arenas, or major sports and entertainment venues, including experience supervising event delivery teams.
2. Proven experience delivering football matches, international tournaments, concerts, and large-scale events, managing event budgets and service partners, and coordinating safety, security, regulatory, and multidisciplinary stakeholders.
3. Experience with FIFA or other governing body tournament delivery, government and regulatory approvals in Saudi Arabia, and third party catering and hospitality provider management is preferred.

7. BEHAVIORAL COMPETENCIES

1. Plans and prioritizes work to meet commitments aligned with organizational goals. For example, builds detailed mobilization and readiness plans, sets realistic timelines and milestones, anticipates dependencies and risks, and keeps event delivery on schedule.
2. Provides direction, delegating and removing obstacles to get work done. For example, sets clear priorities and expectations for event coordinators and service partners, delegates appropriately, monitors progress and results, and intervenes to remove roadblocks and keep work on track.
3. Builds partnerships and works collaboratively with others to meet shared objectives. For example, works openly across stadium functional departments, governing bodies, authorities, and contractors, shares information readily, and resolves cross functional issues constructively.
4. Holds self and others accountable to meet commitments. For example, accepts responsibility for event outcomes and the work of the team, follows through on commitments, and makes sure that functional areas and service providers deliver against agreed standards.

8. SKILLS

1. Applies strong working knowledge of stadium event operations, mobilization planning, readiness management, and venue operating procedures to deliver safe and compliant events.
2. Prepares, manages, and controls event budgets and cost forecasts with rigorous attention to financial controls and procurement policies.
3. Manages contractors, service partners, governing bodies, authorities, and internal departments with clear communication, structured meetings, and effective escalation.
4. Applies working knowledge of safety, security, FIFA, and regulatory requirements and makes sound operational decisions under event day pressure.