

Hospitality and Events Manager

Job Description

Job details	
Job title:	Hospitality and Events Manager
Location	Bristol Rovers Football Club, Memorial Stadium, Filton Avenue, Bristol BS7 0BF The Quarters Training Ground, Hortham Lane, Almondsbury BS32 4JL
Hours:	37.5 hours per week plus any additional hours necessary for the performance of duties. This will include regular evening and weekend work.
Responsible to:	Head of Commercial
Team:	Commercial
Contractual Status:	Permanent with 6 months' probation
Job Purpose:	To lead and manage the Club's hospitality and events, both the sales and booking process and delivery of matchday hospitality, conferences and events.
Working Conditions:	Based at the Memorial Stadium
Remuneration details	Competitive salary depending on the experience and other benefits
PRINCIPLE ROLE AND RESPONSIBILITIES	
	Matchday Hospitality Sales & Delivery
1.	Drive sales of hospitality packages across lounges and corporate boxes for all home matchdays.
2.	Act as the main point of contact for matchday hospitality customers and undertake all necessary administrative duties.
3.	Manage the day-to-day relationship with the club's hospitality ticketing partner.
4.	Serve as the lead point of contact for all hospitality areas on matchdays.
5.	Manage the operation of lounges and boxes to deliver a premium experience for guests, sponsors, and VIPs.
6.	Resolve any on-day issues quickly and professionally.
7.	Support commercial partners and senior executives with matchday hosting.

	Non-Matchday Functions & Events
8.	Sell non-matchday events including conferences, meetings, functions, banquets, and private hires.
9.	Develop new revenue streams through commercial-led events and stadium experiences.
10.	Build and maintain strong relationships with corporate clients, businesses, sponsors, and hospitality guests.
11.	Prepare proposals, pricing structures, and event packages to meet revenue targets.
12.	Conduct venue show-arounds and client presentations.
	Planning & Event Delivery
13.	Manage the full event cycle: enquiry handling, contracting, planning, delivery, and post-event evaluation.
14.	Create event plans, running orders and hospitality itineraries for all internal and external events.
15.	Coordinate with catering partners, operations, ticketing, safety teams, and other departments to ensure flawless delivery.
16.	Oversee room set-ups, hospitality logistics, guest lists, ticket allocations, and hospitality accreditations.
17.	Ensure all events meet brand standards, service levels, and compliance requirements.
18.	Conduct venue show-arounds and client presentations.

Person Specification

Education & Experience		Essential	Desirable
1.	Proven experience in hospitality, events, sales, or venue management.	✓	
2.	Strong sales background with evidence of achieving revenue targets.	✓	
3.	Excellent organisational skills and the ability to manage multiple projects simultaneously.	✓	
4.	Confident communicator with strong presentation and relationship-building abilities.	✓	
5.	Ability to remain calm, professional, and solutions-focused in a fast-paced environment.	✓	
6.	Strong administrative and IT skills.	✓	

Other		Essential	Desirable
7.	Ability to work flexible hours including evenings, weekends, and match days/event days as required	✓	
8.	Self-motivated and able to act on initiative.	✓	
9.	Customer-focused approach with strong service delivery orientation	✓	
Personal Attributes/Values		Essential	Desirable
10.	Resilient, with the ability to handle adversity and challenge in a positive way.	✓	
11.	Highest levels of personal integrity and ability to maintain trust, sensitivity, and confidentiality.	✓	
12.	Able to work independently and as part of a team.	✓	
13.	Demonstrate an ability to foster a positive, values driven culture, where staff at all levels are supported and empowered to succeed.	✓	
14.	Flexible and adaptable attitude towards work.	✓	
15.	Innovative thinker with a drive to continually improve.	✓	
<p>Safeguarding Statement</p> <p>Bristol Rovers Football Club is committed to safeguarding the welfare of children and adults at risk and require all employees to share this commitment and promote the welfare of these groups.</p> <p>Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). Appointment to this role is subject to a satisfactory Enhanced DBS Check (with children's barred list check) and references.</p> <p>Equality Statement</p> <p>Bristol Rovers Football Club is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to race, ethnicity, religion or belief(s), gender, gender identity or expression, sexual orientation, marital status, disability, age or with regards to pregnancy or maternity.</p>			

If you are interested in applying, please complete the attached [application form here](#) and send to recruitment@bristolrovers.co.uk by Friday 9 January 2026.