IT Manager
Job Description

Job details	
Job title:	IT 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 Operations
Team:	Operations
Contractual Status:	Permanent with 6 months' probation
Job Purpose:	To lead and manage the Club's IT infrastructure, systems, and team to ensure reliable, secure, and efficient technology operations that support business objectives and drive digital innovation.
Working Conditions:	Based at the Memorial stadium with one day a week based at the Training Ground
Remuneration details	Competitive salary depending on the experience and other benefits

PRINCIPLE ROLE AND RESPONSIBILITIES	
1.	Develop and implement IT strategies, policies, and procedures aligned with organisational goals and business objectives
2.	Collaborate with senior management and stakeholders to identify technology needs and recommend solutions that drive business growth
3.	Oversee the design, implementation, and maintenance of IT infrastructure including networks, servers, hardware, and software systems
4.	Ensure system reliability, performance, and availability through proactive monitoring, maintenance, and upgrades
5.	Implement and maintain robust cybersecurity measures to protect Club's data and systems from threats and breaches
6.	Ensure compliance with relevant IT regulations, data protection laws, and industry standards
7.	Develop and maintain disaster recovery and business continuity plans
8.	Plan, execute, and oversee IT projects from conception to completion, ensuring delivery within budget and timelines
9.	Coordinate with vendors, contractors, and third-party service providers for technology procurement and implementation
10.	Evaluate and recommend new technologies and systems to improve business processes

11.	Oversee IT support services and help desk operations to ensure timely resolution of technical issues
12.	Foster a customer-service oriented approach to support end-users effectively
13.	Oversee and troubleshoot technical issues related to all stadium screens, including large format displays, small screens, and fan zone screen to ensure optimal viewing experience
14.	Manage network infrastructure and cabling systems across the venue, ensuring connectivity, performance, and rapid resolution of any connectivity issues, especially on match days
15.	Supervise and maintain access control systems throughout the facility to ensure secure and seamless entry management for staff and visitors
16.	Monitor and resolve technical problems at turnstiles and entry points to minimise queuing delays and ensure smooth flow of fans on match days
17.	Oversee the operation and maintenance of Electronic Point of Sale (EPOS) systems to ensure reliable transaction processing across all retail and hospitality outlets
18.	Manage CCTV surveillance systems to ensure continuous monitoring, recording functionality, and compliance with security protocols
19.	Oversee fire alarm systems, ensuring proper functionality, compliance with safety regulations, and coordination with emergency response procedures
20.	Coordinate the setup, configuration, and testing of technical equipment for events, matches, and special functions to ensure all systems are operational before go-live

Person Specification

	Education & Experience	Essential	Desirable
1.	Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field	✓	
2.	Professional certifications such as CISSP, CompTIA Security+, CCNA, MCSE, or equivalent		✓
3.	Minimum 5 years of progressive IT experience with at least 3 years in a management or leadership role	✓	
4.	Proven track record of managing IT infrastructure, networks, and systems in a complex environment	✓	
5.	Hands-on experience with network administration, server management, and troubleshooting hardware and software issues	✓	
6.	Demonstrate experience in implementing and maintaining cybersecurity measures and data protection protocols	✓	
7.	Experience working in a stadium, arena, sports venue, or large-scale event environment		✓
8.	Experience with venue-specific technologies such as turnstiles, access control systems, CCTV networks, fire alarm systems, and large-format display systems		✓

	Skills	Essential	Desirable
9.	Excellent problem-solving and analytical skills with the ability to diagnose and resolve complex technical issues under pressure	✓	
10.	Outstanding communication and interpersonal skills, capable of explaining technical concepts to non-technical stakeholders	✓	
11.	Solid understanding of IT infrastructure, networking, cybersecurity, and systems administration	✓	
12.	Hands-on technical expertise with venue operations technology including AV systems, access control, CCTV, and network infrastructure	✓	
13.	Knowledge of stadium-specific technologies including turnstile systems, EPOS, and large-scale AV installations		✓
	Other	**Essential**	**Desirable**
14.	Ability to work flexible hours including evenings, weekends, and match days/event days as required	✓	
15.	Self-motivated and able to act on initiative.	✓	
16.	Customer-focused approach with strong service delivery orientation	✓	
	Personal Attributes/Values	**Essential**	**Desirable**
17.	Resilient, with the ability to handle adversity and challenge in a positive way.	✓	
18.	Highest levels of personal integrity and ability to maintain trust, sensitivity, and confidentiality.	✓	
19.	Able to work independently and as part of a team.	✓	
20.	Demonstrate an ability to foster a positive, values driven culture, where staff at all levels are supported and empowered to succeed.	✓	
21.	Flexible and adaptable attitude towards work.	✓	
22.	Innovative thinker with a drive to continually improve.	✓	

Safeguarding Statement

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.

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.

Equality Statement

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.

If you are interested in applying, please complete the attached **application form here** and send to **recruitment@bristolrovers.co.uk** by 9 April 2026.