
Your job

Job Title: Service Manager – LSV Chief Operating Officer

Service: Strategy and Innovation

Grade: 14

Reporting to: Service Lead & LSV Managing Director

As Chief Operation Officer at Leigh Sports Village (LSV), you will provide strategic and operational leadership across all site-based functions, including the Stadium, Sports Hub, Youth Hub, Pennington Flash, and associated assets. You will act as the organisation's lead for operational delivery, safety and compliance, facilities and infrastructure, and event planning. You will also oversee customer-facing services including the Ticket Office. A key member of the Senior Leadership Team, you will drive operational improvement and capital development, while maintaining the highest standards of safety, financial control, and service delivery.

Leigh Sports Village is a pioneering multi-sector development situated between Manchester and Liverpool, just a few minutes off the A580 and the M6. The village provides state of the art facilities for sport, physical activity, education, health, and leisure that serves the whole community. The centrepiece of the development is a 12,000-capacity stadium, home to professional rugby league team Leigh Leopards and Manchester United Women's and Under 21's football teams.

Leigh Sports Village has a rich history hosting international tournaments, from two Rugby League World Cup events in 2013 and in 2022, to the UEFA Women's Euros in 2022 and most recently, the finishing line for the Women's Tour of Britain in June 2024. The stadium has also hosted a wide range of concerts, the largest featuring Sir Elton John in 2014 with over 17,000 attendees and Lionel Richie in 2018.

Our campus also hosts Leigh Sports Village Arena, which is the region's premier artificial grass sports complex, Leigh Harriers & Athletics Club

which boasts full-sized athletics track, Leigh Leisure Centre and our latest addition to the complex Leigh Youth Hub, which was created by young people, for young people. Just a short walk away you will find the Hide Coffee House in the heart of Pennington Flash, the first national nature reserve in GM.

Our campus also hosts Wigan and Leigh College, Holiday Inn Express and a Morrisons supermarket.

LSV is entering an intense period of change, investment and modernisation that requires new ways of thinking, collaborative working and a cultural evolution to ensure future successes.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 18 months, you will:

- Lead on the development and delivery of a new 10-year business plan for the campus to ensure financial sustainability.
- Lead on the development and delivery of a new 10-year transformation plan for the campus to benefit the health, wealth and education of people and businesses in Leigh and the wider borough.
- Lead the safe, compliant, and efficient delivery of all operational services across LSV's multi-site estate.
- Represent LSV at the Safety Advisory Group (SAG) and lead compliance with the General Safety Certificate.
- Oversee and coordinate delivery of major capital works and site investment projects.

- Review and implement revised SOPs, health & safety procedures, and site-wide compliance documentation.
- Lead improvements in customer experience through the Ticket Office, including service standards.
- Improve procurement practices by supporting strategic sourcing, compliance, and contract performance reviews.

On an ongoing basis you will:

- Play a lead role in the senior management team at LSV, deputising for the Managing Director as required.
- Provide leadership and line management to: Safety & Security, Facilities & Maintenance, Grounds & Ticketing & Box Office.
- Act as Deputy Safety Certificate Holder in the absence of the Managing Director.
- Maintain operational readiness for events, community use, and elite sport at all times.
- Deliver performance and compliance across cleaning, waste, maintenance and site servicing.
- Lead operational budget planning, financial forecasting, and expenditure monitoring in collaboration with SLT.
- Manage external contractors and suppliers, ensuring value for money and service quality through effective procurement and contract oversight.
- Support staff development and performance management across all operational departments.
- Oversee the Investigation of incidents and ensure compliance with H&S legislation, including RIDDOR reporting.
- Work with Council colleagues, licensees, emergency services, and professional partners to ensure seamless coordination.
- Represent LSV at external meetings and act as a key point of contact for regulatory bodies and stakeholders.
- Ensure operational activity supports LSV's business development, income generation, and community engagement aims.
- Work with the wider team to support managers in the creation of systems, processes and structures to deliver the strategic priorities as agreed by senior managers and governance structures.
- Keep abreast of industry best practice and cascade ways of working. Know how to make operations efficient and work closely with leaders of operational delivery teams.

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- A degree and or a wide range of extensive relevant project management experience and can demonstrate evidence of continual profession and personal development.
- Management qualification level 5 IHM or equivalent experience.
- Detailed understanding of relevant local and government legislation and regulations.
- Evidence of successful working across organisational boundaries and in partnership/collaboration activities at a local and regional level.
- Extensive experience leading operations in complex venues or multi-use sites, ideally within sport, leisure, or public service.
- Very high level of communication skills, and can use a range of influencing, negotiating and persuasion techniques.
- Strong track record in managing teams across safety, maintenance, grounds, and event delivery functions.
- Proven experience in managing procurement processes, supplier relationships, and contract performance.
- In-depth knowledge of health and safety frameworks (e.g. Green Guide, Purple Guide) and emergency planning.
- Strong financial and commercial acumen, including budget management and income accountability.
- Experience delivering improvements in customer-facing environments such as ticketing or box office.
- Excellent communication, leadership, and decision-making skills under pressure.
- Drives change and is confident in managing people's reaction to it. Can inspire others and quickly build other's confidence in your ability to deliver what they need and transfer that confidence to others.
- Proven ability to work constructively with Senior Management, stakeholders and partners to enhance service delivery and performance.
- Support the forward planning of income projections and revenue forecasts.

- Willingness to undertake further training, including NVQ Level 4 in Spectator Safety Management, IOSH or NEBOSH.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”