

Function:	Sodexo Live!
Position:	Staffing Manager
Job holder:	N/A
Date (in job since):	
Immediate manager (N+1 Job title and name):	Ashley Hewlett – Head of People Operations
Additional reporting line to:	
Position location:	Fulham Pier, Craven Cottage, London/Fulham Green Office

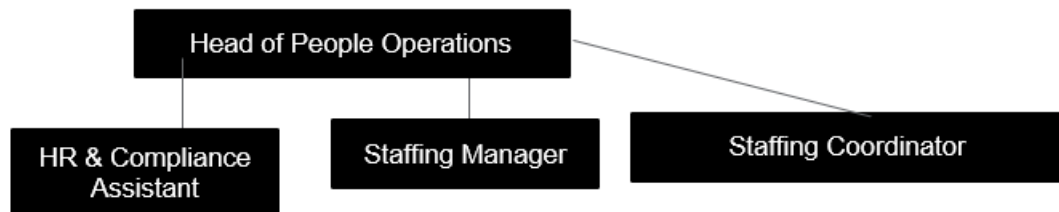
1. Purpose of the Job – State concisely the aim of the job.

- Lead and deliver the staffing function across all matchday and event day operations, ensuring the venue is appropriately resourced with trained and engaged colleagues to meet operational demand and service standards.
- Manage workforce planning, deployment and payroll processes to ensure all matchday and non-matchday labour requirements are fulfilled efficiently, compliantly and within budget.
- Drive the recruitment, engagement, retention and development of the casual workforce, ensuring a reliable talent pool is available to support Fulham Football Club's year-round operations and to support the Conference & Events team.

2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

Revenue FY26:	n/a	EBIT growth:	n/a	Growth type:	n/a	Outsourcing rate:	n/a	Region Workforce	tbc
		EBIT margin:	n/a						
		Net income growth:	n/a			Outsourcing growth rate:	n/a	HR in Region	Katie Pollington

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Delivering staffing solutions across a high-volume stadium environment where labour demand can fluctuate significantly between everyday operations, matchdays, concerts and special events.
- Managing large volumes of casual workers and ensuring payroll accuracy following each matchday and event.
- Balancing operational requirements, labour budgets, workforce availability and customer expectations while maintaining compliance with employment legislation and company procedures.
- Building effective relationships with operational leaders to ensure staffing plans align with business requirements and service delivery expectations.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Own the end-to-end staffing plan for all matchdays, ensuring all operational areas are resourced appropriately and vacancies are filled in a timely manner.
- Manage the collection, validation and submission of payroll, ensuring hours worked, pay rates and approvals are accurate and processed within agreed payroll deadlines.
- Produce and distribute matchday staffing schedules, labour forecasts and post-event labour analysis.
- Ensure all payroll queries are investigated and resolved promptly, working closely with Payroll, Finance and operational managers.
- Monitor attendance, no-shows and labour performance across matchday operations to improve workforce reliability and reduce agency dependency.
- Support the delivery of everyday venue operations by maintaining an engaged and readily available workforce throughout the year.

6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Successful staffing delivery for all matchdays, events and everyday operations.
- Accurate and timely submission of matchday payroll, reducing payroll queries and payment errors.
- Delivery of labour forecasts and workforce plans that support operational requirements whilst achieving labour budget targets.
- Development and retention of a high-performing casual workforce that supports the venue's operational needs year-round

7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential

- Proven experience in workforce planning, staffing, scheduling or people operations within a fast-paced hospitality, events, stadium or leisure environment.
- Experience managing large casual workforces across both matchday and everyday operations.
- Strong understanding of labour forecasting, rota planning and workforce deployment to meet operational demands whilst controlling labour costs.
- Experience managing matchday payroll and weekly/monthly payroll processes, ensuring accuracy, compliance and timely submission.
- Proven ability to investigate and resolve payroll queries, working effectively with Payroll, Finance and operational stakeholders.
- Strong organisational skills with the ability to manage multiple priorities, deadlines and changing operational requirements.
- Experience building positive relationships with managers, agencies and operational teams to ensure staffing requirements are delivered successfully.
- Excellent communication skills with the ability to influence and challenge stakeholders at all levels.
- Strong analytical skills with experience using workforce management and payroll systems to produce reports and recommendations.
- Good understanding of employment legislation, right-to-work requirements, working time regulations and workforce compliance.

Desirable

- CIPD qualification or equivalent HR, staffing or workforce planning experience.
- Experience working within a Premier League, stadium, venue, hospitality or large-scale events environment.
- Experience using Humanforce, SAP, Workday or similar workforce management and payroll systems.

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- Experience managing staffing agencies and third-party labour providers.
 - Previous people management experience, including coaching and developing staffing coordinators or administrators.
 - Experience delivering recruitment campaigns, assessment centres, open days and workforce engagement initiatives.
 - Knowledge of budget management and labour productivity reporting.
 - Experience supporting employee engagement, retention and workforce development initiatives.

8. Management Approval – To be completed by document owner

Version	1	Date	03/08/2026
Document Owner	Ashley Hewlett		

9. Employee Approval – To be completed by employee

Employee Name		Date	
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