
JOB DESCRIPTION

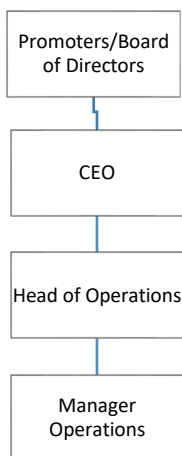
Designation	Head of Operations
Grade	L15
Job Responsibility Level	Senior Level Management
Department	Operations
Reporting Manager	CEO
Location	New Delhi

1. JOB PURPOSE

Delhi Capitals is more than a cricket team — it's a professional sports franchise that demands operational excellence, seamless coordination, and world-class execution at every level. From the pressure of packed stadiums to the complexity of multi-agency coordination, the operational backbone of the franchise is what ensures we deliver an exceptional experience — for fans, partners, players, and stakeholders alike.

The **Head of Operations** is a mission-critical leadership role that sits at the heart of this ecosystem driving operational excellence across every touchpoint of the franchise. From match-day execution and venue readiness of high-pressure home games to coordinating with the BCCI, DDCA, and state authorities, this role is the engine that keeps Delhi Capitals running seamlessly through the high-octane IPL season. The ideal candidate combines strategic foresight with meticulous attention to detail, thrives in high-pressure environments, and brings deep operational expertise to lead teams, manage stakeholders, and elevate the standard of execution year after year

2. ORGANISATIONAL CHART



3. KEY ACCOUNTABILITIES

Venue & Match Day Operations

- Lead the planning and execution of all home match operations, including venue readiness, accreditation, security, and hospitality.
- Serve as the operational liaison with DDCA, IPL, BCCI, Delhi Police, and other government/local authorities to ensure compliance and seamless match day delivery.
- Oversee hospitality, security, ticketing and crowd management in line with league and franchise standards.
- Implement DC's match-day excellence strategy — integrating fan experience, entertainment, and sponsor activations.

Stakeholder & Commercial Liaison

- Act as the key operational interface with DDCA, BCCI/IPL, Delhi Police, local bodies, broadcasters, and senior leadership at JSW and GMR.
- Support the marketing, media, and digital teams with access and operational alignment for content creation, events, and press.
- Align match and team operations with commercial commitments, ensuring sponsor deliverables are met.

Vendor & Partner Management

- Oversee selection, contracting, and performance of all third-party vendors and consultants involved in match-day and operational delivery.
- Ensure all procurement processes follow internal Central Procurement guidelines and compliance protocols.
- Coordinate logistics and on-ground execution across with State government Officials, Police, and regulatory bodies.

Infrastructure & Facility Management

- Supervise venue infrastructure readiness, including temporary builds and enhancements to meet IPL, owner, and stakeholder expectations.
- Collaborate with DDCA and internal stakeholders on any stadium-related development or renovation projects.

Strategic, Financial & Administrative Oversight

- Own the stadium operations budget; track and manage operational costs with a strong focus on efficiency and quality control.
- Lead cross-functional planning with Finance, Legal, HR, and Marketing to ensure cohesive operational execution.
- Drive annual planning cycles for operational functions; contribute to long-term infrastructure and capability planning.
- Continuously identify and implement cost optimization strategies and process improvements.

Leadership & Culture

- Build, lead, and mentor a high-performance operations team capable of delivering at IPL scale and pace.
- Uphold the values and ambition of Delhi Capitals in every action — from fan-facing decisions to behind-the-scenes execution.

4. SKILLS AND KNOWLEDGE

- **Project & Event Management:** Proven track record of leading complex, multi-stakeholder events under tight timelines and high visibility.
- **Leadership & Team Building:** Strong people leadership skills with the ability to manage cross-functional teams and drive accountability.
- **Stakeholder & Vendor Management:** High-level negotiation skills and the ability to manage multiple vendors, consultants, and government interfaces with professionalism and efficiency.
- **Crisis & Pressure Handling:** Demonstrated ability to perform under pressure and solve problems in fast-paced, dynamic environments.
- **Communication:** Exceptional verbal and written communication skills, with the ability to influence and engage across internal and external stakeholder groups.
- **Domain Knowledge:** Prior experience in cricket operations, sports franchise management, or elite sports environments is highly desirable.

5. EXPERIENCE

- **Educational Background:** Postgraduate degree in Business Administration, Sports Management, Event Management, or a related discipline
- **Professional Experience:** 12–18 years of operational leadership experience, preferably in sports, large-scale events, live entertainment, or hospitality sectors.