



SPECTATOR SERVICES MANAGER

JOB INFORMATION

Project: UEFA EURO 2020 Spectator Experience and Relations

Hierarchy level: Manager

Type of contract: fixed-term contract

Location: Bucharest

Start Date: 01/09/2019

End date: 09/07/2020

PROJECT MISSION

- ✿ The mission of Spectator Experience & Relations (SPEC) is to create an unforgettable tournament experience for all UEFA EURO 2020 spectators and to ensure a seamless spectator journey, by connecting the touchpoint owners and driving enhanced spectator service levels.
- ✿ The LOS Spectator Services Manager will develop and implement the venue based spectator services programme, supported on matchdays by a team of spectator services volunteers. It will be the responsibility of the spectator services team to manage the spectator client group, providing multiple services that include directional and informational services, language services, a vulnerable persons function, left luggage services (tbc) and mobility support (tbc). In addition he/she will be responsible for supporting a range of other stadium based teams with their spectator facing deliveries.

KEY RESPONSIBILITIES

- ✿ Finalise the venue spectator services operational plan, outlining the services and engagement to be delivered to the spectator whilst at the venue
- ✿ Represent the spectator client group at Venue Management (VMGT) meetings and operational working groups, delivering the agreed levels of service for all UEFA EURO 2020 spectators
- ✿ Manage the resolution of any spectator focused issues at the venue, escalating major issues to the central SPEC project team
- ✿ Act as a central point of contact for VMGT on all spectator services operations and issues, relaying communications to the spectator services team as required
- ✿ Based on access and flow plans developed by Access Management (ACCS), developing and implementing an operational plan to support spectator movements. This includes the review of spectator signage, delivery of volunteer dot plans and the scoping of volunteer support tools such as lollipops and high chairs
- ✿ Manage the training and deployment of the spectator services volunteer team, including role creation and allocation, dot planning and team welfare
- ✿ Prepare the documentation and spectator services best practices used for the training of staff, stewards and volunteers
- ✿ Scope and deliver a spectator information service, including the capture of venue and host city information and the creation of volunteer handbooks
- ✿ Scope and deliver an operational plan to support spectator language needs, using volunteers and language guides
- ✿ Develop and deliver an operational plan to support vulnerable persons
- ✿ Support the spectator mobility function where possible
- ✿ Act as the main point of contact for the host city spectator services programme, ensuring a coordinated approach towards the management of the spectator client group
- ✿ Regular reporting in accordance with UEFA EURO 2020 requirements



PROFILE OF SUCCESSFUL CANDIDATE

Must-have requirements

- 🌀 Full fluency in English (both oral and written) and in the local language of the venue
- 🌀 Minimum of two years working in an event management role, ideally in a spectator service capacity
- 🌀 One to three years in project management

Additional requirements

- 🌀 Advanced knowledge of MS Office
- 🌀 Ability to multitask and work in an international environment
- 🌀 Excellent oral and written communication skills
- 🌀 Attention to detail combined with the ability to see the bigger picture
- 🌀 Ability to plan activities, maintain efficient filing systems, and meet quality standards and deadlines
- 🌀 Strong organisational and project management skills

Applications must be submitted to: resurse.umane@frf.ro, to the attention of Mr. Florin Şari, UEFA EURO 2020 Project Manager. The application file must contain: a CV in English, EUROPASS format, a passport photo of the candidate as well and a motivation letter. Applications must be submitted by June 30th.