



Team Liaison Officer – LOS TEAM Green Project

Job information

Project: Team Services & Training Grounds

Job title: Team Liaison Officer (TLO)

Hierarchy level: Coordinator

Activity level(%): 100%

Start date: Between 05/06/2020 and 09/06/2020

End date: A Maximum of 3 day after elimination of appointed team and 15/07/2020 at the latest

Project mission

- Team Services are responsible for ensuring the best possible conditions for all 24 Participating National Associations (PNA) during UEFA EURO 2020. The 24 Team Liaison Officers (TLO) will need to maintain and deliver the best possible standards as set by UEFA.

Key responsibilities

- Confirming and arranging the team's transport schedule with the Head Driver, from the team's initial arrival at the airport to their final departure, including the tracking of drivers' hours;
- Confirming and arranging the daily transport of equipment with the Logistics Truck Driver;
- Match Day stadium operations including the collection and distribution of parking passes, accreditation, day passes, dressing room catering and ticketing;
- Keeping precise track of all communications and requests made by the PNA, proposed solutions, delays to implementation and satisfaction levels, and all information sent to or from stakeholders;
- Reporting all incidents and major unforeseen requests to the UEFA Team Services Coordinator on a daily basis;
- Ensuring that the PNA calendar is up to date and that any updates are communicated to Team Services and accompanying staff;
- Working with the PNA Team Manager and PNA Team Press Officer to support all obligatory media requirements;
- Monitoring of transportation logistics including confirming passenger lists, creating packing lists and knowing specific airport procedures;
- Liaising with all stakeholders – including internal stakeholders such as relevant functional areas within UEFA (particularly LOS members, Match Directors, Team Security Liaison Officers, UEFA Media



Officers and drivers) and external stakeholders such as members of the appointed team, hotels, training grounds, stadiums and airports – in a timely manner and maintaining excellent relations with all parties;

- Ensuring that additional Team Base Camp logistical matters such as Value in Kind and Official Match Balls are coordinated

Profile

- Each Team Liaison Officer will be tasked with accompanying and supporting their appointed team throughout the final tournament, facilitating their travel and resolving day-to-day issues in order to maintain the high levels of service as defined by UEFA. The Team Liaison Officer will act as the main point of contact between the team, UEFA and the 12 Local Organizing Structures (LOS) and will be tasked with ensuring smooth and efficient communication. The Team Liaison Officer is responsible for coordinating all travel & logistical matters of their appointed PNA.

Must-have Requirements

- Minimum 1 year / Football team logistics/administration
- Minimum 1 year / International sports event management, particularly in the area of team services
- English / Proficient

Additional Requirements

- Ideally, the language of another potential participating team and/or host country;
- Good understanding of the travel and logistical requirements of professional sports teams;
- Good computer skills (Microsoft Office Suite) and the ability to use a tablet and smartphone;
- Exceptional communication skills;
- Knowledge of local culture and territory of at least one EURO 2020 host country would be of value;
- Professional attitude and the ability to deal with confidential information in an appropriate manner and respect the privacy of PNA members (particularly players);
- Diplomacy, a service-oriented approach, patience and excellent communication skills, especially in high pressure situations;
- Reliability, attention to detail and good time management;
- Strong organisational skills and a sense of responsibility (tracking issues and following through until they are resolved);
- Ability to maintain the highest level of concentration all day long (as working hours may be elongated and irregular);
- Problem-solving skills, resourcefulness and a sense of initiative;



Availability

- All applicants will need to be available to attend training three training sessions prior to the tournament:
 - Webinar (3 hours - Online) – March 24, 2020 (date subject to change)
 - Training #1 - April 6 to 8, 2020 Geneva, Switzerland
 - Training #2 – May 20, 2020 Nyon, Switzerland (date and location subject to change)
- All applicants will need to be available from June 5, 2020 to July 13, 2020

Applications must be submitted to: cristina.toma@euro2020.com. 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 **15th January 2020** .