



LOS VIP Venue Manager - VIPS Green Projects

Job information

UEFA EURO 2020 Project: Guest Management & Protocol

Job title: LOS VIP Venue Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 19/04/2020

End date: 03/07/2020

Project mission

The mission of the Guest Management & Protocol (VIPS) project is to plan and professionally execute guest service operations as well as manage all protocol matters according to UEFA protocol. Furthermore, to ensure that the guests experience a seamless consistent journey throughout the tournament, no matter their assigned level of service, where they receive a professional, informative and client focused service and feel welcomed in all key locations.

Key responsibilities

Communication and cooperation

- Report and communicate in accordance with UEFA EURO 2020 requirements
- Report to the LOS Guest Services City Manager and liaise with the VIPS project team at UEFA in accordance with UEFA EURO 2020 requirements
- Follow all change management communication procedures with the hotline, transport, airport and hotel teams and the VIPS project team at UEFA
- Collaborate with HPRO on the VIP areas, training of staff as well as any coordination / protocol requirements for corporate guests
- Coordinate briefings and meetings as required to ensure all relevant projects and stakeholders are aware of guest service operational requirements
- Close coordination with security on requirements and match attendance
- Collaborate with ICT and ACCS to ensure VIP access management operations run smoothly
- Coordination with participating national teams and government stakeholders on VIP operations

VIPS workforce responsibilities

- Lead of the training of Guest Hosts in coordination with Agency & HPRO
- Lead on the Role specific training of VIPS Venue volunteers
- Support with the service excellence training rolled out to volunteers

Event-time responsibilities

- Lead along-side the UEFA Guest Liaison Officer the onsite VIPS venue team and ensure excellent customer service is delivered at all touchpoints of the guests journey at the venue



- Represent UEFA Guest management & Protocol and ensure the implementation of all UEFA protocol guidelines and procedures
- Update and amend the VIPS team shift schedule ensuring policies are followed
- Ensure adequate training of all Guest Hosts and volunteers
- Chair the onsite match day-1 protocol meeting
- Coordinate and deliver match day briefings for VIPS venue team (including volunteers and Guest Hosts)
- Ensure that the levels of service delivered at the venue are in accordance with the different target groups received
- Ensure that VIP ticket printing, fulfillment, VIP pass distribution, and last minute ticket collection operations are executed accurately and efficiently
- Validate all last minute VIP ticketing decisions with the guest liaison officer or the VIPS project team at UEFA
- Ensure all staff are aware of the entire venue flow of VIP Guests, official Hospitality Guests and any other target group flow which may have an impact
- Cross check of all VIP areas prior to match
- Lead on MD briefings of VIP venue team
- Prepare team walkie-talkies and technical equipment for match day operations
- Set-up the VIP Tribune "heart area", ensure head rests are placed according to the latest agreed seating plan by the VIPS project team at UEFA
- Oversee all VIP access control points and VIP Welcome Zones, guaranteeing their functionality and troubleshooting when necessary
- Report on all operational information and procedures that could have a potential impact on the VIP areas, taking into consideration the impact to other areas belonging to different projects
- Troubleshoot and handle approved adjustments for the delivery of guest management and protocol operations
- Ensure all guest management staff follow the service excellence principles and adhere to the uniform policy
- Ensure sustainable usage of all items and monitor usage
- Dismantle and ensure all areas of responsibility are handed back as they were found
- Pack, label and ship all required items according to the packing lists
- Support the LOS Guest Services City Manager on any logistic tasks required

Administration

- Submit reporting and debriefs according to provided guidelines and deadlines
- Complete statistic requirements on VIP operations and guest attendance according to deadlines
- Request any changes to Guest Host bookings centrally via HQ VIPS team
- Ensure logistics item list is always up-to-date
- Attendance of centralised training is required

Profile of successful candidate

Must-have requirements

- Full professional proficiency in English (both oral and written)
- Experience in guest management operations and customer service
- Experience in a supervisory position working with guest service staff



- Advanced in Excel and very comfortable with ICT systems
 - Presentation skills and diplomacy
 - Ability to remain calm and perform under pressure
 - Excellent communication skills and diplomacy
 - Previous experience in training of volunteers/hostesses
- Additional requirements
- Communication proficiency in the local language of the city is benefit
 - Previous protocol experience is a plus

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** .