



LOS Ticketing Access Control Manager

Job information

Job title: LOS Ticketing Access Control Manager
Hierarchy level: Manager
Full/part-time (%): 100%
Start date: 11/05/2020*
End date: 30/06/2020*

(*) The dates may be modified.

Project misión

The mission of Ticketing (TICK) is to maximize ticketing revenues and optimize attendance at all matches through a fair and transparent system, which provides value for money for all spectators in a safe and festive environment. The Ticketing Access Control Manager will be overall responsible for the coordination and implementation of the electronic access control solution within the stadium for the ticketing project. The position will report to the LOS Venue Ticketing Manager.

Key responsibilities

Communication and cooperation

- 🌀 Close collaboration with LOS Venue Ticketing Manager.
- 🌀 Close cooperation with access control system provider to ensure the functionality of the access control system on match day.
- 🌀 Main contact for all access control related matters.
- 🌀 Develop strong relationships with the on-site venue teams to enhance the implementation process.

Training of other staff members and/or volunteers

- 🌀 Conduct training of the access control volunteers.
- 🌀 Prepare the documentation used for the training of the access control volunteers.
- 🌀 Monitor the activity of the volunteers and report any issue to the volunteer manager.

Event-time responsibilities

- 🌀 Coordinate the implementation of the access control solution.
- 🌀 Implement a testing schedule and plan for the technical integration and match day operations.
- 🌀 Facilitate the alignment of all communication between UEFA, 3rd party providers and stadium counterparts.



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- 🌀 Align the data within the ticketing system to ensure a smooth and accurate data exchange between UEFA and 3rd part providers.
- 🌀 Troubleshoot problems related to the Access control.

Administration

- 🌀 Daily report to the LOS Venue Ticketing Manager and liaison with UEFA HQ.
- 🌀 Provide post-match and post tournament report.

Profile of successful candidate

Must-have requirements

- 🌀 IT/programming/data analyst experience.
- 🌀 Experience in major international sports event or stadium operations as a plus.
- 🌀 Full professional proficiency in English (both oral and written).
- 🌀 Organized, accuracy and resistant to stress, team player.
- 🌀 Interest in new technical developments.
- 🌀 Good knowledge of mobile devices.
- 🌀 Available to work on the weekends and outside the office hours.
- 🌀 Valid work permit.

Additional requirements

- 🌀 University degree preferable in IT or Telecommunication.
- 🌀 Communication proficiency in the local language of the venue considered as a big asset, good knowledge of other languages is a plus.
- 🌀 Problem solving attitude.
- 🌀 Good network within football market, especially within access control area.
- 🌀 Experience of working with volunteers.