



# LOS Venue Accreditation Manager

## Job information

Job title: LOS Venue Accreditation Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 14/04/2020 \*

End date: 01/07/2020

(\*) The dates may be modified.

## Project misión

The Accreditation Project ensures and facilitates that only identified event staff has access to assigned areas within UEFA EURO 2020 venues and stadiums, preventing people without a working function to interfere in operations.

The project contributes to the security and safety of the event by collecting, verifying and managing required personal data of event staff and service providers and making it available to a background screening process. This leads to enabling crowd control and minimising the risk of damage to individuals and/or facilities.

The Accreditation Project identifies all the working groups and the individuals (as well as their organisations) with a credible working function and offers the appropriate accreditation service.

The LOS Venue Accreditation Manager ensures the smooth implementation of accreditation operations in their UEFA EURO 2020 venue, based on the guidelines provided by the UEFA Accreditation Team. He/She runs the accreditation centre and issues accreditation devices in a secure and fast manner.

## Key responsibilities

### Communication and cooperation

- 🌀 Attend venue organisational meetings and trainings.
- 🌀 Integrate well into the accreditation team and the overall UEFA EURO 2020 venue team.
- 🌀 Collaborate with ICT.
- 🌀 Liaise with the UEFA Accreditation Team.
- 🌀 Train and inform the overall venue team about accreditation operations.
- 🌀 Daily reporting in accordance with UEFA EURO 2020 requirements.
- 🌀 ACCR workforce responsibilities.
- 🌀 Train and lead a team composed of two paid staff members.
- 🌀 Prepare the documentation used for the volunteers training.
- 🌀 Deliver the volunteers training.
- 🌀 Monitor the activity of the volunteers and report any issues to the volunteer manager.



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## Event-time responsibilities

- 🌀 Coordinate the setup and dismantling of the accreditation centre on behalf of VMGT.
- 🌀 Manage the accreditation centre daily operations.
- 🌀 Deliver 1st level troubleshooting.
- 🌀 Implement UEFA's EURO 2020 customer service policy in the accreditation centre.

## Administration

- 🌀 Define the split of responsibilities and produce shift plans for all persons involved in Venue ACCR operations.
- 🌀 Stock management.
- 🌀 Debrief regarding the accreditation onsite operations.
- 🌀 Translate documents (manuals, information) into local language.

## Profile of successful candidate

### Must-have requirements

- 🌀 Previous experience in Accreditation (preferably in football event or other sport event).
- 🌀 Full professional proficiency in English and in the local language of the venue. Knowledge of any other language is an asset.
- 🌀 Experienced with databases.
- 🌀 Standard IT software packages and tools.
- 🌀 Ability to quickly familiarise oneself with a new software.
- 🌀 Resistance to stress or tensión.
- 🌀 Multitasking and organisational skills.
- 🌀 Working with people.
- 🌀 Service-oriented.
- 🌀 Valid work permit.

### Additional requirements

- 🌀 Expert in MS office.
- 🌀 Analytical thinking.
- 🌀 Attention to details.
- 🌀 Assertiveness (firm but friendly attitude in conflict situations).
- 🌀 Meticulous.
- 🌀 Team player.