



LOS VIP Venue Manager

Job information

Job title: LOS VIP Venue Manager

Hierarchy level: Manager

Full/part-time (%): 100%

Start date: 17/04/2020*

End date: 02/07/2020*

(*) The dates may be modified.

Project misión

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.
- 🌀 Coordinate with participating national teams and government stakeholders on VIP operations.

VIPS workforce responsibilities

- 🌀 Participate in the training of hostesses and volunteers of the VIPS venue team & possible corporate hospitality team (tbc).
- 🌀 Support the LOS Guest Services City Manager in all guest service area trainings.



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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.
- ☘ Chair the onsite match day-1 protocol meeting together with the guest liaison officer.
- ☘ Coordinate and deliver match day briefings for VIPS venue team and guest service staff.
- ☘ 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 & corporate guests.
- ☘ Cross check of all VIP areas prior to match.
- ☘ 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 welcome points, 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.
- ☘ Ensure logistics item list is always up-to-date.



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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.
- ✿ Valid work permit.

Additional requirements

- ✿ Communication proficiency in the local language of the venue is benefit.
- ✿ Previous protocol experience is a plus.