



Spectator Services Manager



UEFA EURO 2020 will take place in twelve venues across Europe in 2021. Following the postponement of the tournament to 2021 (June 11 to July 11) due to the Covid 19 pandemic, the UEFA Executive Committee confirmed that the tournament with 51 games will be held in the Allianz Arena in Munich as the German location as well as in Amsterdam, Baku, Bilbao, Budapest, Bucharest, Dublin, Glasgow, Copenhagen, London, Rome and St. Petersburg. The original vision of the tournament on the 60th anniversary of the European Championship was thus maintained.

**Therefore, the German Football Association (DFB) is searching a
“Spectator Services Manager” (m/f/d)
to be part of the LOS Munich for the UEFA EURO 2020.**

The LOS Venue Spectator Services Manager will develop and implement the venue based spectator services program, supported on matchdays by a team of spectator services volunteers. It will be the responsibility of the spectator services team to manage the spectator client group, providing multiple services that include directional and informational services, language services, a vulnerable persons function, left luggage services (tbc) and mobility support (tbc).

Job Information

Project: UEFA EURO 2020 Spectator Experience & Relations

Hierarchy level: Manager

Type of contract: fixed-term contract

Activity Level: 100 %

Location: Munich

Start Date: 15/02/2021, perhaps earlier

End date: 12/07/2021

Key Responsibilities

Communication, cooperation and management

- 🌀 Main contact for DFB for all spectator experience related topics
- 🌀 Finalise the venue spectator services operational plan, outlining the services and engagement to be delivered to the spectator whilst at the venue
- 🌀 Represent the spectator client group at Venue Management (VMGT) meetings and operational working groups, delivering the agreed levels of service for all UEFA EURO 2020 spectators
- 🌀 Manage the resolution of any spectator focused issues at the venue, escalating major issues to the central SPEC project team
- 🌀 Act as a central point of contact for VMGT on all spectator services operations and issues, relaying communications to the spectator services team as required
- 🌀 Based on access and flow plans developed by Access Management (ACCS), developing and implementing an operational plan to support spectator movements. This includes the review of spectator signage, delivery of volunteer dot plans and the scoping of volunteer support tools such as lollipops and high chairs

Contribution to the training of volunteers

- 🌀 Manage the training and deployment of the spectator services volunteer team, including role creation and allocation, dot planning and team welfare
- 🌀 Prepare the documentation and spectator services best practices used for the training of staff, stewards and volunteers



Development of information

- 🌀 Scope and deliver a spectator information service, including the capture of venue and host city information and the creation of volunteer handbooks
- 🌀 Scope and deliver an operational plan to support spectator language needs, using volunteers and language guides
- 🌀 Develop and deliver an operational plan to support vulnerable persons
- 🌀 Support the spectator mobility function where possible
- 🌀 Act as the main point of contact for the host city spectator services programme, ensuring a coordinated approach towards the management of the spectator client group
- 🌀 Regular reporting to UEFA and DFB in accordance with UEFA EURO 2020 requirements

Profile of successful candidate

Must-have requirements

- 🌀 Full fluency in German and English (both oral and written)
- 🌀 Minimum of two years working in an event management role, ideally in a spectator service capacity or any related service sector
- 🌀 One to three years in project management
- 🌀 Excellent oral and written communication skills
- 🌀 Strong organisational and project management skills

Additional requirements

- 🌀 Advanced knowledge of MS Office
- 🌀 Ability to multitask and work in an international environment
- 🌀 Attention to detail combined with the ability to see the bigger picture
- 🌀 Ability to plan activities, maintain efficient filing systems, and meet quality standards and deadlines

We are looking forward to receiving your application!

Please send your complete application until **29.11.2020** <https://dfb-jobs.personio.de/>