



Job Description	
Job Title:	Technical & Operations Manager
Reports To:	Head of Technical & Operations
Direct Reports:	

External Relationships:	MATCH Hospitality service providers, sub-contractors, FIFA, Supreme Committee for Delivery & Legacy (SC), FIFA World Cup Qatar 2022 LLC (Q22) and other stakeholders involved in the delivery of the FIFA World Cup Qatar 2022™.
Internal Relationships:	Technical & Operations Department, Catering Department, Inventory & Fulfilment Department, Finance, Guest Services, Legal, HR, Event Logistics

Job Summary:	T&O Manager is responsible for the successful technical and operational delivery of the Official Hospitality Programmes for the FIFA World Cup Qatar 2022™
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Key Accountabilities	
	<ul style="list-style-type: none"> • Technical and operational management of the FIFA Official Hospitality Programmes • Analysis of the stadiums project documentation, maps and drawings and identification of gaps between legacy provision and Hospitality requirements • Participation in the stadium inspection visits • Monitoring issue logs and progress trackers for maps, drawings and technical documentation • Preparation of technical documentation for temporary infrastructure and overlay for indoor & outdoor Hospitality infrastructure • Participation in procurement, tender and evaluation processes for technical infrastructure services • Development of the delivery timelines, handover/handback procedures, daily running orders in line with FIFA timelines and logistics policies and procedures • Control over the infrastructure delivery, including technical requirements for Catering and Guests Services, power, water, HVAC, fire safety, and other infrastructure • Coordination of T&O suppliers and sub-contractors' logistics & deliveries, development of delivery schedules and their integration into the T&O project timeline • Control over suppliers and sub-contractors accreditation process and on-site operations • Ensuring that Hospitality areas and facilities are delivered in accordance with requirements • Development and implementation of on-site match day and non-match day operations procedures • Planning of on-site customer journeys, guest flows, access control and signage



General

- Working hours are 09h00-18h00 Sunday-Thursday. Due to the nature of the business you will be required to work after hours and during weekends once required.
- Ensure that all appointments are diarised and that your immediate line manager is aware of your movements at all times.
- Diligently, timely and efficiently carry out duties assigned by the project leader of any projects you may be involved in, and your immediate line manager.
- Provide your full support to MATCH Hospitality in meeting deadlines which require your input.
- Manage telephonic and consultative queries and respond to information requests and queries.

Knowledge, Skills and Experience

Essential Experience & skills:

- Bachelor or master's degree or equivalent in Hospitality, Sports & Event Management, Business Studies and/or Technical science or similar
- practical experience & knowledge of temporary & permanent construction, set-up, operations, maintenance, and other technical processes in the large international events
- knowledge of and experience in dealing with technical regulatory documents and drawings
- knowledge of operational & management processes
- outstanding planning and time management skills
- ability to promptly deal with technical and operational issues
- experienced PC user
- Fluent English
- Arabic language and experience of working in Qatar will be an advantage

This position requires relocation to Doha, Qatar.

If this seems like the perfect job for you, please, apply with your CV and accompanying cover letter, including Job Title to: Qatar.recruitment@match-hospitality.com