



Job Description

Job Title:	Affiliates Venue Manager (Lusail Affiliates Village)
Reports To:	Head of Affiliates Programme
Direct Reports:	Affiliates Village Catering Operations Manager, Affiliates Village Infrastructure Manager (dual reporting with Affiliates Catering and Affiliates T&O Manager (both HQ))
Expiry Contract Date:	31st of January 2023
How To Apply:	Send your CV to hr.qatar@match-hospitality.com with subject line "Affiliates Venue Manager"

External Relationships:	MATCH Hospitality (MH) service providers, sub-contractors, FIFA, Supreme Committee for Delivery & Legacy (SC), FIFA World Cup Qatar 2022 LLC (Q22), FIFA Commercial Affiliates (CA) (incl. FIFA Partners, Sponsors, National Supporters and brand licensees) and their respective agencies and other stakeholders involved in the delivery of the FIFA World Cup Qatar 2022™.
Internal Relationships:	Affiliates Programme, Technical & Operations, Catering, Inventory & Fulfilment, Guest Services, Customer Services, Event Logistics, Sales Admin, Finance and Legal department.

Job Summary:	<p>The FIFA CA Hospitality Programme offers the CAs the opportunity to host their guests in an exclusive environment at the FIFA World Cup Qatar 2022™. The programme can be tailor-made to meet the special needs of each CA, offering a variety of options for food & beverage, décor, branding, furniture etc. FIFA CAs are able to reflect the corporate identity and ethos of their brand in a private area (Private Lounge) or to host their guests in a shared, restaurant type area (Affiliates Club) in the Affiliates Hospitality Village (Affiliates Village), which is a village built adjacent to the Lusail Stadium.</p> <p>The Affiliates Village Manager is responsible for an effective and successful operational management in the Village. He/she serves as a company's representative on Affiliates Programme related matters, implements and monitors the CA Hospitality Programme in the Village, ensures an effective working relationship between MH, FIFA, SC and Q22, working in direct collaboration with MH's HQ team, using their expertise to evaluate, implement improvements and enhance the overall high-level customer service and hospitality experience.</p>
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Key Accountabilities



GENERAL

- Delivery of hospitality areas (Private Lounges, Affiliates Club and communal area) in the Village, ready-to-use for operations: infrastructure, logistics and deliveries, handover and hand-back procedures, set-up and dismantling, fit-out, furniture and décor implementation, hospitality dressing and signage, welcome desks delivery and operations, hostesses team coordination, etc.
- Control over company's office set-up and close-down according to the plans and schedules received from HQ; Ensure that MH's Village offices are always well-organized, fully set up and prepared to receive additional staff.
- Preparation of and participation in daily Village areas inspections to ensure the set-up process is going according to specifications, drawings and plans, while maintaining issue-logs.
- Management and monitoring of all the pre-operational and operational period activities in Village areas, including reporting to HQ.
- Development of required documentation (receive, fill in, keep records, print-out and keep MH copies) and participation in hand-over and hand-back procedures (incl. maintaining handover/hand-back forms, checklists, issue-log, etc.).
- Daily strategical planning of the Village operations (DRO) to supervise operations in all areas (infrastructure ready-to-use, bump-in/bump-out, deliveries, handover and hand-back procedures, furniture and décor set-up, maintenance, dismantling, stagehands, cleaning, hostesses, security, entertainment, etc.).
- Control over the entire set-up and dismantling schedules and timelines and their respective implementation.
- Control of and participation in handover and hand-back procedures both in the Village and in CAs Complimentary Skyboxes (in close cooperation with the Stadium Venue Manager), acting on behalf of MH during this procedure pursuing and protecting its interests.
- Improving of the Village's customer service/experience by obtaining feedback by interacting with guests and then integrating obtained feedback into action plans of the operations team.
- Carrying out supervisory responsibilities and coordinate with all MH Venue and Village Team members on the planning and executing of their individual operation activities and responsibilities.
- Identification and solving of operational and services challenges and issues throughout the event.
- Coordination of the entertainment programme during match days.
- During event period: be responsible for controlling staff and service providers' access to MH office, event radios, keys, golf carts and any other required equipment.
- Performance of other duties as assigned to meet operational needs.

STAFFING

- Centralize staff (transport) logistics requests from the venue and operations team and liaise with the Affiliates Administration Manager in order to ensure that required bookings are made in time.

SALES AND FINANCE

- Manage order forms submitted by CAs in relation to infrastructure, catering orders, special requirements and additional equipment; Ensure that all orders are logged-in, managed and followed up.
- Responsible for controlling invoices from staff and service providers, ensuring that all expenses are catalogued in the budget monitoring template, forwarded to the finance department and paid in the correct time frame. Assist the Head of Affiliates Programme and Affiliates Administration Manager to control the expenditures and income.

OTHER

- Provide support to both the Head of Affiliates Programme and the Affiliates Administration Manager whenever necessary towards the delivery of any other tasks related to the Affiliates Programme.
- When onsite, ensure service and performance levels rendered at the events are according to set and required standards.



Essential Experience:

- 8+ years of experience in working in a stadium environment and (temporary) hospitality structures in large international sport events

Essential skills:

- Proficiency in English
- Excellent communication skills (verbal and written) and leadership abilities
- Possession of key competencies, including conflict management, business negotiation and decision-making
- Excellent organisational and management skills with attention to detail
- Knowledge of and experience in dealing with technical and operational documentation
- Ability to work well under pressure, take pragmatic decisions and act promptly to the unexpected independently without supervision
- Creative person with adaptability, flexible in a constantly evolving environment with good proactive problem-solving skills
- Self-motivated, efficient and strong personality
- Strong project management and time management skills

Desirable:

- Bachelor or Master's Degree or equivalent in Business Administration, Hospitality/Event Management or similar
- Knowledge of Arabic and any other (FIFA) language
- Experience in working in a multi-cultural organisation and with international stakeholders such as Government Organisations, Sporting Federations and Local Organising Committees
- Management experience in the Sports hospitality and/or large-scale events hospitality industry and/or international sports events experience in a similar role
- Ability to apply structured thinking and logic to operational performance and provide solutions to challenges, demonstrating excellent analytical skills
- Ability to identify and understand operational issues, problems, and opportunities; obtain and compare information from different sources to draw conclusions, develop and evaluate alternatives and solutions, solve problems, and choose promptly a course of action
- Ability to use own fundamental competencies required for accomplishing basic operation activities
- Ability to multitask
- Proactive, resourceful – ability to “make things happen”