



Job Description	
Job Title:	Affiliates Administration Coordinator (HQ Helpdesk)
Reports to:	Head of Affiliates Programme, Affiliates Operations Manager
Direct Reports:	N/A
Location:	Doha based only
Requested documents:	QID (under family sponsorship), no sponsorship provided
Dates of contract:	01.08.2022 – 31.12.2022
How To Apply:	Send your CV to hr.qatar@match-hospitality.com with subject line “ Affiliates Administration Coordinator ”

External Relationships:	FIFA, Commercial Affiliates, external marketing and event agencies, service providers, suppliers
Internal Relationships:	Technical & Operations, Catering, Fulfilment, Guest Services, Marketing, Finance, Legal and Administration departments, Senior Management

Job Summary:	<p>The Affiliates Hospitality Programme offers the FIFA Affiliates the opportunity to host their guests in an exclusive environment at the FIFA Arab Cup 2021 and the FIFA World Cup Qatar 2022™ (FWC 2022). The Programme can be tailor-made to meet the special needs of each Affiliate, offering a variety of options for food and beverage, décor, branding, furniture etc. All FIFA Affiliates 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).</p> <p>The Affiliates Administration Coordinator will be part of the Affiliates Department and will be responsible for the general administration of all matters related to the FIFA Affiliates Hospitality Programme.</p>
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Key Accountabilities	
General:	<ul style="list-style-type: none"> Understand key timelines, milestones, and deliverables of the Affiliates Programme and support to the Head of Affiliates Programme whenever necessary towards the planning and delivery of any task related to the FIFA Affiliates Hospitality Programme for the FIFA World Cup Qatar 2022™. Liaise with all functional areas of the production departments, Finance, HR, Project Management, Sales (Administration) and Legal department, towards the development and delivery of the project.
Administration:	<ul style="list-style-type: none"> Execute consistent processes for the scheduling of internal and external meetings/venue visits incl. formal correspondence pre- and post-meeting, arranging access of external visitors, etc.



- Manage and regularly update the Affiliates Department shared folder organisation.
- Assist with administrative tasks such as the drafting and revision of documents and forms, escalation and management of clients and service providers' requests.
- Assist with the administration and creation of key (centrally managed) documents, running orders, schedules, reports, presentations, etc.

Production:

- Liaise with the Fulfilment department and Affiliates to guarantee that access and parking passes are distributed in accordance with requested numbers and within the expected scheduled time.
- Support the Catering department in relation to administrative tasks such as production of menu cards, buffet cards and other catering material.
- Assist with coordinating photographers and overseeing local suppliers.
- When onsite, ensure service and performance levels rendered at the events are according to set and required standards.

Staffing:

- Centralize staff logistics for the Venue Team (4 pax) and liaise with the Event Logistics department in terms of uniform distribution, transfer bookings, etc.
- Coordinate all accreditation requests from the MATCH Hospitality Affiliates Team and the service providers when necessary (e. g. entertainment).

Sales and Finance:

- Manage order forms submitted by FIFA Affiliates in relation to infrastructure, catering orders, special requirements and additional equipment. Ensure that all orders are logged-in (to the system), managed and followed-up accordingly (incl. CoP, invoices and approvals).
- Liaise with the Sales Administration department for all sales documentation and processes related to the Affiliates Programme and Complimentary Packages.
- Assist the HQ and later-on Village Venue Manager to control expenditures.

Event period:

- This position will become the Private Suite Supervisor in Al Bayt Stadium, looking after the 10 Affiliates skyboxes and any bigger Affiliates hospitality activation (in shared lounges). (Annex 1)
- Coordinate the procurement of equipment of back offices (MH and suppliers).
- Control invoices ensuring the correct procedures are followed.
- Provide support to the Lusail Venue Manager whenever necessary.
- Manage local suppliers such as dedicated photographers, DJs, entertainment team, hostesses, security, cleaners, etc. in collaboration with the Affiliates Operations Manager & Lusail Venue Manager.
- Control and coordinate guest wristband and access pass stock, including the distribution of last-minute sales in collaboration with the Affiliates Operations Manager & LUS Venue Manager.



- 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.
- 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.
- You will be required to assist with Affiliates ad-hoc tasks if and when required.
- The nature of this event is such that it may be necessary to amend or add to your responsibilities as we get closer to the event and you will be required to perform any task that is allocated to you by a senior management, specific to the projects at hand.

Knowledge, Skills and Experience

Essential Experience:

- Minimum 3 years events or similar experience having previously held an event manager role (or related) position in international company in event hospitality or an equivalent industry with verifiable references
- Fluent English
- Experience in interacting with exacting, high profile clients and VIP guests
- Experience in working in a multi-cultural organisation and with international stakeholders such as Government Organisations and high-profile corporate companies.

Essential Skills:

- Proficiency in English
- Very good organizing and administrative skills with attention to details
- Rich experience in performing administrative tasks
- High experience user of Microsoft Office packages (Power Point, Word and Excel)
- Creative person with adaptability and the ability to learn new skills
- Self-motivated, efficient, and strong personality
- Able to work under pressure and with short deadlines

Desirable:

- Fluent in both written and spoken Arabic
- Experience of working in Qatar
- Knowledge of basic finance
- Hospitality experience