## Job Information

# LOS Concessions Coordinator

UEFA EURO Project: Hospitality Production

Job title: LOS Concessions Coordinator (2 per venue)

Hierarchy level: Coordinator

Full/part-time (%): 100%

Start date: 04/05/2020

End date: Coordinator 1 - LMD (Last Match Day) +2

In 2020, the UEFA EURO will celebrate its 60th anniversary. To celebrate this milestone, the tournament will be played across 12 different European cities - bringing the EURO closer to the fans and celebrating the best of European football and culture. To make this all possible, we need fantastic, dedicated people in every area – that’s why we’re recruiting a LOS Concessions Coordinator.

## Project Mission

The mission is as follows:

* The Concessions & Other Catering Programmes (CONC) project is responsible for the planning and delivery of all ‘non-hospitality’ catering services at UEFA EURO 2020. Our goal is to deliver a quality, value for money catering experience, demonstrating excellence and outstanding services across all areas.
* In order to achieve such a goal, the CONC project is seeking to collaborate with the best partners, because outstanding and extraordinary services can only be delivered by outstanding and extraordinary people with a strong ambition to strive for excellence.

## Key Responsibilities

Communication and cooperation:

* Liaise and collaborate closely with the appointed venue Concessionaire(s) and Catering Supplier(s)
* Collaborate and cooperate with UEFA Commercial Operations team (CMLO)
* Act as primary contact for all Concessions and Other Catering Programmes matters in the venue
* Supervise the preparation and delivery of training for concessions and non-hospitality related catering programs team

Operations

* Assist supplier(s) in mobilization of all catering operations
* Monitor relevant on-site deliveries
* Work with other projects, including Technical Services, ICT and Signage to confirm provision of facilities
* Ensure all services are built to specification prior to service
* Coordinate Workforce Dining operations
* Ensure high standard of catering service delivery to Teams, Referees, Officials, Anti-Doping, Match Delegates and Media.
* Monitor Spectator Concessions operations
* Coordinate catering delivery to workforce celebratory events
* Ensure all delivered services meet service level agreement
* Assist in delivery and protection of Sponsors' rights
* Assess demand for services and provide feedback on daily volume adjustments
* Troubleshoot any related issue which can be resolved at venue
* Escalate any issues/risks to Hospitality Venue Manager
* Work with all relevant projects to ensure all needs within scope are fully met

Administration

* Coordinate daily service delivery timeline
* Liaise with appointed Supplier(s) daily, ensuring agreed project timelines are on track
* Submit daily reports to UEFA Concessions Management Team (CONC)
* Ensure appointed concessionaires adhere to agreed reporting deadlines
* Document all aspects of project and service delivery
* Contribute to detailed tournament debrie

## Profile of successful candidate

Must-have requirements

* Experience in high-volume catering operations at major international events (ideally sports sector)
* Proficient in Microsoft Office / Office 365 - particularly Excel, Powerpoint, Outlook, Word
* Fluent in English (both oral and written) and in the local language of the venue
* Analytical approach to reporting with an eye for detail and accuracy
* Experience working with concessionaires and suppliers
* Ability and willingness to learn new software packages
* Excellent communication skills
* Focused on service excellence
* Able to perform under pressure
* Acts with integrity
* Consumer-minded
* Solution-oriented
* Team player