

WOMEN'S CRICKET 2021

VENUE OPERATIONS MANAGER

Reporting to: Head of Venue Operations

Team: Venue Operations

Location: Auckland

Term: Fixed Term, Full Time

WHO WE ARE

In 2021, New Zealand will host the ICC Women's World Cup for the 3rd time, and the 12th instalment overall. This is the pinnacle of women's cricket globally and an opportunity for you to join the team behind the tournament. In 2017 over 180 million people watched the tournament, and this audience will increase in 2021 with all the matches broadcast live for the first time. It is set to be the largest women's sporting event held in New Zealand, at the forefront of women's sport, and specifically women's cricket globally.

OUR VISION

Our vision for the tournament is to 'Own the moment and lead the change', through the following objectives:

- Connect with the world
- Entertain the world
- Inspire the world
- Excellence in our world

WHERE YOU FIT

The Venue Operations Manager will work closely with the Head of Venue Operations, and wider team, to deliver the event to ICC and Local Organising Committee (LOC) requirements. You will drive integrated planning of operational areas such as transport, technology, logistics, overlay, protocol and security to ensure consistent delivery across all match venues. In addition, you will lead the detailed event planning and tournament time delivery for specific venues. You will work in accordance with milestones, agreements, budget parameters and service level expectations and provide clear communication and ongoing support to cricket associations, venue owners/operators, and the ICC event operations team. All in support of the wider objective for all stakeholders to work together to deliver a safe and successful tournament.

YOU'LL LOVE THIS JOB IF ...

- You are passionate about cricket or sport
- You are a natural problem-solver and self-starter
- You have strong communication and listening skills
- You are highly organised and can plan and prioritise your time
- You are calm and pragmatic under pressure
- You strive to go above and beyond expectations

SPECIFICALLY, IN THIS ROLE YOU'LL BE ...

- Managing the integration of areas for venue operations and with cross organisation project teams as required as part of the overall tournament delivery
- Managing LOC deliverables and activities on venue during the exclusive use period
- Driving and implementing venue and event documentation, including policies and procedures, and developing these as directed for assigned venues and events across all activities
- Coordinating internal and external stakeholder communications, ensuring protocols are being communicated, and providing a culture of collaboration and information sharing
- Identifying and managing venue issues and risks, assisting with cross referencing information for centralised protocols and working with stakeholders to resolve issues
- Managing the preparation and implementation of venues, and event readiness including commissioning, bump in, resupply, fit out, decommissioning and stakeholder handovers

ADDITIONALLY, YOU WILL ALSO BE ...

- Developing functional area strategies that align with and support the overall strategy
- Developing, implementing and enforcing functional governance, compliance and policy frameworks
- Identifying and managing risks and proactively taking part in the overall risk management strategy
- Providing detailed and timely reporting on progress with strategy, budget, timelines, risks etc.
- Striving for world class standards across all areas for operational excellence
- Collaborating in cross organisation project teams and ensuring the needs of all areas are considered
- Developing budgets and assisting in the development of the department budget
- Managing all areas of expenditure within budget and highlighting any issues as necessary
- Achieving cost savings where possible and ensuring WWC2021 is efficiently run
- Managing and maintaining relevant internal relationships through all stages of operations
- Developing and maintaining key external stakeholder and third-party partnerships
- Nurturing these functional relationships and fostering a spirit of teamwork and cooperation

YOU'LL HAVE ...

- Proven event management experience, preferably with major events
- Demonstrated ability and knowledge of operations and event delivery of international cricket
- Understanding of venue operations in sports and can navigate relationships for 'one team' delivery
- Practical expertise in operating policies and procedures and understanding stakeholder roles
- Working knowledge of functional areas and the importance each plays for successful event delivery
- The legal entitlement to work in New Zealand

YOU'LL RECEIVE ...

- A competitive salary, 20 days annual leave and KiwiSaver contributions
- Fresh fruit delivery twice a week, and drinks and snacks on a Friday afternoon
- Annual flu injections and access to the Employee Assistance Programme (EAP)