

# WOMEN'S CRICKET 2021

## TEAM SERVICES MANAGER – ACCOMMODATION

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Reporting to: Head of Cricket Operations

Team: Cricket 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 3<sup>rd</sup> time, and the 12<sup>th</sup> 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 Team Services Manager – Accommodation is part of the Cricket Operations team and will work closely with the Head of Cricket Operations, and wider team, to deliver the event to ICC and Local Organising Committee (LOC) requirements. You will be primarily responsible for the planning and operational delivery of team's and official's accommodation, and air travel, ensuring a smooth delivery of these logistics, wider team interactions and airport facilitations. You will have close relationships with all internal functional areas and external stakeholders, in particular our travel partner.

### 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 all aspects of accommodation and related services, and air travel, for teams, officials, LOC and ICC staff, including being the liaison for the ICC, leading up to and during the tournament
- Working collaboratively with our travel partner to ensure coordinated management and oversight of all aspects of travel logistics
- Managing all aspects of accommodation services including contracts, hotel plans, room allocation, bookings and cancellation processes, parking, laundry services and accommodation catering
- Managing all aspects of air travel services including bookings, excess baggage, luggage tags and identification, change and cancellation processes, and baggage freight requirements
- Ensuring the integration of delivery partners, and having contingency planning for all logistics operations prior to and during tournament time

### **ADDITIONALLY, YOU WILL ALSO BE ...**

- Developing departmental 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 ...**

- Experience with large scale events, ideally within a sporting environment
- Experience managing accommodation and travel operations across multiple cities
- Existing relationships with travel providers and/or local knowledge of cities, preferred
- Strong contract and relationship management skills, specifically with external stakeholders
- Experience managing large budgets and working to non-negotiable deadlines
- 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)