

WOMEN'S CRICKET 2021

SPORT PRESENTATION MANAGER

Reporting to: Head of Stakeholder Relations & Legacy

Team: Stakeholder Relations & Legacy

Location: Auckland

Term: Fixed Term, Full Time

WHO WE ARE

In 2022, 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 2022 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

As the Sport Presentation Manager, your primary role will be to plan and manage the Sport Presentation operations at each tournament venue and host city where necessary. This will include the design and delivery of sports presentation and coordination of spectator services to maximise spectator experience. You will work closely across a number of teams and roles including operations, host city partnerships and workforce and volunteer programmes. You will also have relationships with external stakeholders such as New Zealand Cricket, the ICC, host cities and venues and suppliers where relevant.

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 relationship and day to day operations of the Sport Presentation agency and supporting them to scope local performers, suppliers and equipment.
- Developing, implementing and coordinating the Spectator Services programme from strategy to delivery, with a focus on outstanding service provision and operational excellence
- Ensuring the programme requirements are fit for purpose and that the programme deliverables are being achieved as per the plan, by monitoring the status of the project
- Develop and execute a recruitment, resourcing and training programme for Spectator Services and Sport Presentation volunteers and ensuring the workforce is populated as per the scope
- Planning and delivering the Sports Presentation component of match day experience, in coordination with the appointed agency, marketing and events teams, venues and suppliers
- Working with the relevant stakeholders and managing the development of the necessary processes and procedures to ensure the Sports Presentation programme is successfully delivered
- Integrating both Spectator Services and Sports Presentation programmes into the wider event programme to ensure a consistent approach to the fan and matchday experience
- Ensuring both programmes are adequately tested for readiness, the anticipated service levels are to the right standard, and all external parties are included in the operational delivery plans

ADDITIONALLY, YOU WILL ALSO BE ...

- Supporting functional area strategies that align with the overall strategy
- Identifying and managing risks as part of the overall risk management strategy
- Providing detailed and timely reporting on strategy, budget, timelines, risks etc.
- Striving for world class standards across all areas for operational excellence
- Collaborating across the organisation and so the needs of all areas are considered
- Developing budgets and assisting in the development of the department budget
- Achieving cost savings where possible and ensuring CWC22 is efficiently run
- Managing and maintaining relevant internal relationships through all stages of operations
- Developing and maintaining key external stakeholder and third-party partnerships

YOU'LL HAVE ...

- Experience planning and delivering spectator operations at a major event
- Knowledge of 'front of house' venue operations and customer service capability
- Strong project management skills and the ability to deliver to non-negotiable deadlines
- The ability to lead multi-functional teams across multiple locations, including volunteers
- Experience liaising with a variety of stakeholders including government and community
- The legal entitlement to work in New Zealand

YOU'LL RECEIVE ...

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