

## Hospitality Manager

- **Be part of delivering one of NSW's 10 World Cup major sport events!**
- **Full-time contract from July to September 30, 2022**
- **Based out of Wollongong office 3+ days per week, with flexible working arrangements on offer**

**All applicants must have the right to work in Australia**

## THE EVENT

The Union Cycliste Internationale (UCI), the international federation for cycling, will host the upcoming UCI Road World Championships in Wollongong, New South Wales (NSW) in September 2022.

The Championships is the pinnacle event in the international road cycling calendar and includes a range of men's and women's individual time trials, mixed team time trials and road races across age groups from junior to elite as well as a mass participation event targeting community participants.

The event presents significant size, scale and complexity, and will be one of the biggest international sporting events to be hosted in NSW in the coming years. Set to be held over 8 days in September 2022, Wollongong 2022 Ltd, has been established as the Local Organising Committee (LOC) responsible for the delivery of the event.

## ABOUT THE ROLE

The Hospitality Manager will report to the Head of Partnerships and will be responsible for the planning and delivery of our hospitality programme at the City Beach venue as well as supporting the wider Partnerships team. The Hospitality Manager will have experience in venue management specifically within the corporate hospitality environment and experience in servicing partnership agreements.

## WHAT YOU WILL DO

The core tasks of your role are:

### Hospitality management:

- Implementation and final delivery of the overall operation of the hospitality programme at the Local Organising Committee (LOC) hospitality venue – City Beach
- Direct and monitor the performance of all third-party suppliers contracted by W2022 to ensure that they are delivering to the agreed time scale and standards as set out in the contract and/or event specification with the overall aim of delivering an excellent customer service experience
- Act as the dedicated primary contact as well as develop and maintain excellent working relationships with the key stakeholders at the venue. e.g. caterers, venue owners and contractors
- Support the Head of Partnerships in the sales of Hospitality packages
- Lead all communications with clients in collaboration with the Marketing and Communications team



- Work closely and collaboratively with all other Functional Areas as required
- Manage the recruitment, training and deployment of the Hospitality contractor and volunteer workforce. Including preparing documentation, delivering training, deploying workforce and managing welfare.
- Be the main point of contact for LOC Hospitality during the event, deal with issues as they arise and escalate when required.

#### **Partnerships support:**

- Support the Head of Partnerships and Partnerships Manager as needed, in achieving revenue targets through sponsorship, travel and hospitality sales.
- Building and maintaining excellent relationships with our local and international commercial partners, demonstrating a proactive and solution-oriented driven approach to servicing.
- Collaborate closely with our travel and hospitality partners to provide support and service to ensure all partner benefits are being delivered within the agreed partnership design and timeframe.

#### **Staffing, Reporting & Administration**

- Develop relevant project plans to ensure operational timelines, risks and issues are integrated into the business wide planning.
- Working with the Head of Partnerships, provide input into the budget and resources of the Hospitality workstream. Contribute to regular budget reviews and adhere to agreed policies and procedures.
- Support with the recruitment, appointment and management of the Hospitality team including contractors and volunteers.
- Work closely with the Head of Partnerships in setting, ongoing monitoring, and final delivery of agreed KPIs.
- Develop policies and procedures where necessary to support the delivery of the Hospitality Functional Area.

### **WHAT YOU WILL BRING**

#### **Experience**

- Experience in managing a corporate hospitality program (ideally within a major event environment)
- Experience in partner servicing
- Experience managing teams of volunteers and contractors

#### **Knowledge**

- Understanding of a major events environment and/or the cycling industry is an advantage

#### **Skills**

- Excellent customer service skills



- Ability to work effectively in a high-pressure, dynamic project environment, and prioritise tasks to meet daily, weekly and project targets.
- Excellent verbal and written communication skills
- Demonstrated relationship building skills, with the ability to build a team environment that inspires volunteers to feel inspired, motivated, and valued.
- The energy to achieve results and take action to exceed goals and expectations.
- Ability to adapt and respond positively to a variety of situations and people.
- Strong team player, whilst able to work independently both in remote and office settings.
- Impeccable attention to detail and creative in problem solving, including when faced with resource constraints.

## LOCATION

Given the short lead time out from the event, it is expected you will be working from our Wollongong office for most of the week, unless otherwise agreed, to fulfil the requirements of the role. Flexible working options are negotiable.

## HOW TO APPLY

To apply please send the following to [recruitment@wollongong2022.com.au](mailto:recruitment@wollongong2022.com.au) before the closing date of **Thursday 7<sup>th</sup> July at 5pm**.

- CV
- Cover letter including why you want to work at Wollongong2022 and addressing the 'What you will bring' section of the job description.

Applications will be reviewed, considered and progressed as they come in so don't delay applying. Applications may close before the closing date if a suitable candidate is found prior.

Any enquiries regarding the role, please feel free to email us on the email provided.