



# Central Services Coordinator

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## Job information

Division / Unit: Operations / Event Operations

Contract type: Permanent

Start date: 01.10.2023 or asap

Location: Nyon

## Main goal

The Central Services Coordinator will assess, plan and ensure delivery of key services for UEFA staff, freelancers and suppliers working across certain UEFA national team and club competitions (Champions League, Europa League, Conference League and Women's Champions League, including finals, Super Cup, European club competition season kick-off, European Qualifiers, Nations League, Women's EURO, and men's and women's Finalissima). They may also work on other UEFA events as required.

Within the Event Operations Unit, the Central Services team manages accommodation and travel services, working with a dedicated accommodation and travel agency. The team also handles accreditation requests, transfer requests, uniforms and catering needs, and maintains the overall staffing plans.

Reporting to the Senior Central Services Manager, the Central Services Coordinator will be part of a dynamic team and will need to work closely with internal stakeholders and external suppliers.

## Key responsibilities

- Coordinating hotel room allocations for club competition matches (all except finals); assisting in managing overall hotel operations for each match on behalf of staff, suppliers, sponsors and broadcast partners, in cooperation with the accommodation agency
- Coordinating the travel process for all venue teams travelling to club and national team competition matches (all except finals)
- Setting up, managing and updating competition staffing plans and event service requests, including the necessary data collection and data entry into the main database
- Coordinating and taking part in needs assessment meetings with internal project teams and serving as the main point of contact for project leaders and suppliers for queries related to the staffing plan
- Assisting with the overall hotel concept for certain club competition and national team competition finals, coordinating hotel allotments and managing all travel requests
- Ensuring that UEFA policies are implemented as applicable
- Managing changes during each event's change management period using the change management tool
- Supporting colleagues in the organisation of other events as required
- Assuming an on-site venue team role for the UEFA Champions League season

## Profile



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Experience required:

- from 4 to 6 years / in the organisation of large-scale sports or corporate events in the planning and management of travel and accommodation

Education:

- Masters in sports event management or tourism

Languages:

- English / Proficient
- French / Advanced

Additional requirements:

- Budget Management / Advanced
- CRM / Advanced
- MS Excel / Proficient
- MS Outlook / Proficient
- MS PowerPoint / Proficient
- MS Word / Proficient
- SAP / Advanced
- Project Management / Advanced
- Service-minded and solution-oriented
- Excellent attention to detail
- At ease with figures/data
- Proven ability to work in a team (including with colleagues from other units)
- Ability to communicate easily with people of different cultures and clients with different expectations
- Conflict-management skills
- Ability to handle stress
- Motivated and capable of motivating a team
- Good initiative and decision-making skills
- Event management experience
- Experience in using event databases, managing change or following hotline procedures would be a plus
- Experience of working on-site at international sports events would be a plus
- Willing to travel (20%)

