



Digital Content Operations Expert

WE CARE ABOUT FOOTBALL

Job information

Division / Unit: Marketing / Editorial Content Services

Contract type: Permanent

Start date: 01.03.2024

Location: Nyon

Main goal

The Digital Content Operations Expert is responsible for the smooth running of operations across the Digital Content team, ensuring all the necessary tools, processes and logistics are in place for the delivery of content across UEFA's digital platforms.

Key responsibilities

- Leading the operations of the Digital Content team to optimise resources, logistics and tools for a premium content delivery;
- Working with the relevant internal departments (i.e. Marketing Services, Central Services) to ensure all team requirements and logistics are in place for matches, tournaments and other events, including accreditation and stadium bookings;
- Acting as a point of contact and representing the Digital Content team in any global coordination meetings;
- Appointment of reporters for matches and events, including logistics (via an external agency) and invoicing and payments;
- On-site lead for the Digital Content team at matches, tournaments, events and other venues, acting as the primary liaison with Production Management and venue teams;
- Coordinating any on-site Digital Content activities or activations as necessary in conjunction with ComOps dept.;
- Supervising editorial operations during high-traffic periods, such as live matches and draws;
- Ensuring all Digital Content staff, both internal and external, are adequately trained on software and other tools such as the CMS;
- Management of additional editorial workflows such as push notifications;
- Oversight and prioritisation of any internal/external issues and queries via the JIRA bug tracking tool, including liaison with WebOps;
- Liaison with other departments to ensure required Digital Content output from access days, ambassadors, technical observers and other opportunities;
- Ensuring the Digital Content team is sufficiently equipped to capture and deliver content, e.g. hardware, software, VIK, food and beverage;
- Maintaining a calendar of upcoming UEFA events for at least three months in advance in the editorial planning tool

Profile

Experience required:

- from 4 to 6 years' experience of digital management and delivery, specifically running editorial teams and project management
- from 4 to 6 years' experience of working or collaborating with internal and external stakeholders (associations, clients, sponsors or partners)

Education:

- Bachelor's Degree

Languages:

- English / Proficient

Additional requirements:

- Budget Management
- MS Office
- Project Management
- Excellent knowledge of European football
- Ability to deal effectively with people at all levels, internally and externally
- Comfort in high-pressure situations
- Excellent administrative and organisational skills with the ability to prioritise, manage and meet deadlines
- Commitment to travelling frequently and working unsociable hours when required

