

Accreditation Manager

Contract type: Fixed Term to 30 September 2023
Location: Glasgow office-based with some travel within the UK.
Salary: Grade G (From £35,975)

OUR STORY SO FAR

The Union Cycliste Internationale (UCI), the international federation for cycling, currently stages annual individual world championship events in each of its cycling disciplines (from Road and BMX Racing to Urban and Para Track Cycling) in different host cities around the world.

In 2023, the inaugural UCI Cycling World Championships ('2023 UCI Cycling Worlds') will bring together 13 UCI world championships from 7 different cycling disciplines in one unprecedented event for the first time ever, which will see thousands of the world's best able bodied and para cyclists vying to be crowned world champion and win the prestigious 'rainbow jersey'. The 2023 UCI Cycling Worlds is set to be the biggest cycling event ever to take place.

The event was secured through a strong partnership between VisitScotland's Events Directorate, the Scottish Government, Glasgow City Council, UK Sport and British Cycling. The event will be funded principally by Scottish Government, Glasgow City Council and UK Sport, as well as commercial and ticketing revenues.

Scotland will become the cycling capital of the world, with images broadcast worldwide, showcasing the region to all corners of the globe; the tens of thousands of visitors will boost tourism. The event presents significant size, scale and complexity, and will be one of the biggest international sporting events to be hosted in the UK in the coming years. Set to be held over two weeks in August 2023, the new combined world championships will be staged every four years thereafter in the summer prior to each Olympic Games year.

BACKGROUND TO THE ROLE

With less than 18 months to go until the championships, 2023 Cycling World Championships Ltd is seeking an experienced Accreditation Manager to join this policy-led project in its planning phase. This is a unique chance to be part of something different that will enhance Scotland's reputation on a global scale as the perfect stage for events.

2023 Cycling World Championships Ltd will be a lean, central team, managing a number of Championship-wide (hub) services. The operations of the majority of the individual sport disciplines will be delivered by contracted, event delivery partners, known as 'spokes'.

WHAT IS THE JOB?

Working in the Operations Directorate and reporting directly to the Central Services Manager, the post-holder will lead in all aspects of accreditation planning and delivery to meet the needs of athletes, officials, dignitaries, guests, UCI, sponsors, media, and broadcaster together with workforce and volunteers.

The successful candidate will have previous experience of managing the full accreditation process at major events and will be able to demonstrate excellent attention to detail and communication skills.

This role provides an exciting opportunity to be involved in shaping and implementing the delivery model for a ground-breaking event format. Sharing innovative thoughts and applying learnings from previous experience will allow the successful candidate to be instrumental in establishing a successful accreditation programme across all client groups and venues.

The Accreditation programme will be delivered by third-party delivery organisations in conjunction with 2023 Cycling World Champs, and the Accreditation Manager will have responsibility for working with the appointed suppliers to ensure the events requirements are met. This is a unique opportunity to contribute to the success of the inaugural edition of this exciting event as it makes its world sporting calendar debut.

The successful candidate must be able to commit to evening and weekend working shortly before, and during, the Championships

The main tasks of the role are to

- Lead on the development and implementation of an integrated Accreditation Strategy across the 13 disciplines alongside the UCI
- Co-design the accreditation model in conjunction with the UCI, including venue coding, zoning and access matrix ensuring the principles are applied on venue.
- Create accreditation service levels across the Championships for all client groups
- Scope and support the delivery of the main delivery centre for the Accreditation Functional Area
- Develop, design and implement operational plans for Accreditation Centres and Venue Accreditation Help Offices.
- Develop accreditation policies and procedures in accordance with the UCI Accreditation Framework.
- Work closely with the Programme Management Office in the setting, ongoing monitoring and final delivery of the agreed Key Performance Indicators attributed to the FA
- Provide reports and information as required to the 2023 Cycling World Champs management team and governance boards including highlight reports, issues log and risk register.

Our structure will evolve so the successful candidate will be expected to be heavily involved in the day-to-day operations. It is also expected the responsibilities of this role will develop further during the lifespan of the event.

WHAT YOU MUST HAVE

The successful candidate will have significant experience within the event sector, and be a confident self-starter, as well as the ability to adapt and meet the changing needs of an inaugural major event.

Experience

- Proven experience in leading the development and management of Accreditation operations in international multi-sport events.
- Experience of working in a multi-stakeholder environment with several delivery partners
- Proven success of working within cross-functional teams to develop, implement and manage programmes.
- Experience of end-to-end contract management, performance tracking and issue resolution.
- Experience of project management, project management tools and software
- Good IT skills and experience with data management principles that will ensure precise and timely data input.

Knowledge

- Knowledge of LOC structures and the wider range of functional areas involved in major sports events.
- Detailed technical knowledge of event Accreditation Systems and requirements
- Knowledge of cycling events would be beneficial.

Skills

- High level of organisational skills and experience in managing multiple priorities simultaneously.
- A methodical and analytical approach to completing work, with excellent attention to details.
- Excellent negotiation and supplier management skills.
- Strong financial management, with a track record of working with complex budgets.
- Ability to successfully manage the demands of an evolving organisational structure, remaining flexible, resilient, and positive through organisational growth and other challenges.
- Highly collaborative, engages effectively with colleagues and takes the time to engage with team members to build rapport whilst demonstrating strong leadership skills.
- Comfortable with the use of technology including databases and Client Management Systems.
- Excellent written and verbal communication skills with the ability to tailor communication style to diverse groups.

- Ability to identify project risks and issues, to propose creative solutions and escalate as appropriate.

COMPETENCIES:

- **Concern for quality:** The underlying drive to ensure that quality is not compromised within the working environment. The identification and maintenance of standards to meet the needs of the business, together with a desire for accuracy in the workplace.
- **Flexibility and change:** The ability to adapt and respond positively to a variety of situations and people to meet changing priorities in the role and in the organisation. It involves changing quickly to new priorities and ways of working, maintaining effectiveness to deliver the desired result.
- **Focus on service:** the desire to anticipate, meet and exceed the needs and expectations of customers. This implies working together and building long-term customer relationships and focusing one's efforts on delivering increased customer value. A customer may be internal or external to VisitScotland.
- **Impact and influence:** The ability to convince, persuade, influence or impress others toward a point of view. It is about working collaboratively with others to gain agreement to a course of action, idea, or future vision.
- **Teamwork and leadership:** The willingness and ability to work co-operatively and supportively with your colleagues, developing positive, open working relationships to solve problems and to achieve business goals. The ability to lead and motivate others, energising them and gaining their commitment to a vision, thereby enabling them to contribute to the best of their ability.

REPORTING STRUCTURE

Company Overview

