

Technology Manager

Contract type: Fixed Term to 30 September 2023
Location: Glasgow office-based with some travel within the UK.
Salary: Grade G (from £37,774)

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

Working within the Operations team and reporting to the Central Operations Manager, the post-holder will lead in all aspects of technology co-ordination and delivery to meet the needs of key technology user groups .

This role provides an exciting opportunity for a motivated and experienced Technology Manager to be involved in shaping and implementing the delivery model for a ground-breaking event format.

2023 Cycling World Championships Ltd is a lean, central team, managing several championship-wide (hub) services. The operations of most of the individual sport disciplines will be delivered by contracted, event delivery partners, known as 'spokes'. Sharing innovative thoughts and applying learnings from previous experience the Technology Manager will be responsible for liaising between all partners to ensure efficient, effective and seamless delivery of services across the hub and the spokes.

Scoping of core backbone services between the individual sport disciplines and procurement of a technology supplier for these services has been completed. The Technology Manager will be responsible for managing the delivery of this contract.

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.

WHAT IS THE JOB?

The main tasks of the role are to:

- Finalise and implement the Championships Technology Strategy with key technology contractors, users, and spokes.
- Lead on the implementation of the Technology FA Operating Plan, ensuring its alignment with strategic objectives, during Championships delivery.
- Act as 2023 Cycling Worlds lead on assurance of technology delivery, ensuring visibility of end-to-end delivery of critical technology systems.
- Work with all 2023 Cycling Worlds managers across the Championships to identify, scope and ensure delivery of their technology operational requirements.
- Work with event delivery partners to scope and ensure delivery of VLAN services across the Championships.
- Work with appointed technology suppliers: track progress, contract manage and ensure alignment to pre agreed service levels.
- Lead on developing all key planning and operational processes and procedures for delivering the Technology services.
- Lead the Technology Working Group working closely with technical leads from the appointed Host Broadcaster, Timing, Scoring and Results supplier and other key user groups to ensure key requirements and service levels are met.
- Support the financial forecasting, monitoring and management of 2023 Cycling World Champs Technology budget.
- Scope, plan and train Championship time workforce to deliver highest level of service across all key technology users.
- At Championships-time, manage the Technology Operations Centre including technology contractors.

Our structure is evolving 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 evolve during the lifespan of the event.

WHAT YOU MUST HAVE

The successful candidate will have significant experience within the event technology 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

- Extensive experience and successful track record in technology management in an event environment.
- Experience of working at major multi-sport or single major event.
- 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.

Knowledge

- Knowledge of LOC structures and the wider range of functional areas involved in major sports events.
- Knowledge of live broadcast operations.
- Knowledge of latest technology products, services and innovations to ensure the Championships deliver innovative and effective solutions.
- Knowledge of cycling events would be beneficial.

Skills

- High level of organisational skills and experience in managing multiple priorities simultaneously.
- 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.
- **Drive for results:** The energy to achieve results and take action to exceed goals and expectations. This includes striving for continuous improvement, taking calculated risks to actively pursue opportunities to make services and work practices more efficient and effective.
- **Flexibility and change:** The ability to adapt and respond positively to a variety of situations and people in order to meet changing priorities in the role and in the organisation as a whole. It involves changing quickly to new priorities and ways of working, maintaining effectiveness in order 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.
- **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.

REPORTING STRUCTURE

Company Overview

