

TITLE OF POSITION	REPORTS TO
ASSISTANT VENUE MANAGER	Venue Manager
PURPOSE	
<p>This role will be responsible for assisting the Venue Manager and Venue Leads with the project planning and management of the Venue Operations Plan. Initially the role will support the In-Venue Hospitality (IVH) services planning within multiple venues. Following this the role will transition into a Games time operational role within a venue assisting the VM with the site management of the IVH services contracts for the assigned venue.</p>	
KEY RELATIONSHIPS	
<p>INTERNAL:</p> <ul style="list-style-type: none"> • Venue Manager • FOH Venue Lead • FOH Lead • All staff <p>EXTERNAL:</p> <ul style="list-style-type: none"> • Tokyo 2020 Functional Areas – various • Relevant Regulatory Authorities • STH suppliers 	
KEY RESPONSIBILITIES	
<p>Project Scope</p> <ul style="list-style-type: none"> • Provide operational and planning support to the Venue Manager in the development and delivery of the Venue Operation Plan • Assist in the management of the Venue suppliers to ensure compliance with all aspects of their obligations • Management of daily reporting procedures • To contribute to specific development projects • Understand the rules, regulations and policies of TOCOG that are relevant to the IVH Programme • Understand, and work to the Venue Operations Plan • Manage on-site operations in the absence of the Venue Manager • Support the Games Time delivery of the IVH Programme including Transfer of Knowledge and programme debrief. <p>Food & Beverage Hospitality Management</p> <ul style="list-style-type: none"> • Assist in the development and evaluation of F&B operational plans for caterers • Ensure all food is prepared to a high standard per service level agreements, Company policy and legislation • Assist in the management and reporting of appointed catering supplier and operations at designated venue. <p>Operational Fulfilment Management</p> <ul style="list-style-type: none"> • Assist in monitoring service level agreements with all suppliers • Assist in developing quality driven client focused service standards • Monitor the day to day performance of the contractors during the Games period in respect of service standards • Retain a high degree of flexibility in the planning process <p>Communication and Reporting</p>	

- Ensure the Manager and Venue Lead are kept informed of the progress of tasks and any issues
- Report and escalate significant changes to, or conflicts within the project
- Ensures that all administrative duties are properly carried out and accurate records are kept
- Ensure the actions and minutes of any designated meetings are communicated as appropriate

Relationship Management

- Represent the Company to TOCOG, suppliers and other stakeholders
- Develop and maintain relationships with TOCOG, suppliers and other stakeholders where necessary
- Support the implementation of the training plan for the Operations team
- Support the Venue Manager in creating an environment that motivates and empowers the venue operations team, encourages teamwork and ownership of tasks

General Responsibilities:

- Comply with the Company's policies and procedures
- Uphold the reputation of the Company and act in its best interests at all times
- Support the Venue Manager and Venue Lead any other responsibilities assigned

KEY COMPETENCIES, SKILLS AND EXPERIENCE

Knowledge:

- Previous event and project experience required
- Excellent organisational, administrative, and time management skills
- Proven success in the development of projects through the implementation of policies and procedures
- Able to manage multiple work-streams at any one time.
- Knowledge of working with contracts and KPIs.
- Some knowledge of working with internal departments to ensure the delivery of rights.

Specialist Skills:

- Bilingual in Japanese and English to a Business standard preferred
- Proven ability to problem solve and to make critical decisions independently without supervision
- Ability to work closely and co-operatively with the internal team and stakeholders
- Demonstrated experience working within a fast-paced, multi-tiered, project-based environment with set timelines and delivery
- Strong technology skills including MS Word, PowerPoint, and Excel.
- Strong organisational skills, including time management.
- Attention to detail including maintaining work of the highest standards.

Leadership:

- Shares ideas and information in a timely manner following processes.
- Gets to know the team professionally and personally.
- Considers impact of decisions on individuals, wider organisation and commercially.
- Focuses on continual improvement.
- Focuses on what is best for the team/organisation.

Building Relationships & Networking:

- Makes a real effort to understand others roles and objectives
- Considerate and respectful towards others
- Communicates regularly with key individuals to ensure continuity of information.
- Collaborates effectively to ensure delivery of mutual objectives.
- Uses judgement to assess levels of risk.
- Fair and objective approach.
- Driven by organisation values.

Communication:

- Shares knowledge and information with others.
- Open and transparent.
- Embraces and absorbs new information.
- Consults widely.
- Generates ideas to improve processes and create efficiencies.

Delivers Results:

- Plans ahead and manages time effectively.
- Embraces change.
- Takes accountability and ownership of tasks and problems.
- Tenacious and seeks to overcome obstacles and challenges.

<ul style="list-style-type: none"> • Communicates clearly and concisely • Able to adapt style of communication and approach. 	<ul style="list-style-type: none"> • Able to assess situations, analyse information and make informed recommendations. • Provides quality work that is fit for purpose.
<p>Commitment, Motivation & Drive:</p> <ul style="list-style-type: none"> • Promotes diversity and equal opportunities and displays respect and loyalty to colleagues and the organisation. • Motivated and proud to be part of the experience. • Professional and polite manner. • Approachable and welcoming. • Enthusiastic and displays keen interest in sport. • Professionally focussed and passionate about success of the programme. • Positive attitude and optimistic. • Resilient, calm and in control of emotions. • Honest, open to challenge and prepared to take advice. 	<p>Teamwork:</p> <ul style="list-style-type: none"> • Professional. • Adaptable • Reliable • Participates and engages effectively with others. • Able to multitask and willing to take on additional roles and tasks. • Earns respect and is respectful towards others. • Trustworthy and discreet; maintains confidentiality. • Helpful and supportive towards others. • Delivers for the team. • Open with everyone and takes time to talk to people.

Assistant Venue Manager – January – August 2021

There will be three Assistant Venue Manager roles available from January 2021.

In addition to these roles there will be additional Games time AVM roles which will start in May 2021. Further details and application process for these roles will be made available at a later date.