

TITLE OF POSITION	REPORTS TO
VENUE MANAGER	Venue Lead (FOH Lead in some instances)
PURPOSE	
<p>The incumbent of this role will be responsible for the project planning and operations management of the Venue service contracts to deliver the services to the key client groups. The initial phase of this role will involve the In-Venue Hospitality (IVH) services planning within the Venues. The second phase will be operational and will involve the implementation and site management of the IVH services contracts for the assigned venue. The purpose of this role is to manage the venue operational plan, venue supplier partnerships and TOCOG FA relationships that will support the successful delivery of a world class hospitality programme.</p>	
KEY RELATIONSHIPS	
<p>INTERNAL:</p> <ul style="list-style-type: none"> • FOH Venue Lead • FOH Lead • All staff <p>EXTERNAL:</p> <ul style="list-style-type: none"> • Tokyo 2020 In Venue Hospitality Team (IVH) • Tokyo 2020 Functional Areas – various • STH Japan stakeholders – iLUKA • 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 Lead in the development and delivery of the IVH programme • Manage Venue suppliers to ensure compliance with all aspects of the contractual agreements and obligations • Management of daily reporting procedures • Liaise with all relevant Functional Areas to ensure successful delivery of the IVH objectives • To contribute to specific development projects in a department wide role • Provide guidance, leadership and knowledge to the Assistant Venue Manager at designated venues • Understand the rules, regulations and policies of TOCOG that are relevant to the IVH Programme • Understand, and work to the Venue Operations Plan • 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 • Maintain STHJ relationships with TOCOG Venue F&B team and local health authorities to ensure compliance and support for the IVH operations and service delivery • Oversee 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 	

- Assist in the implementation of the operations risk management plan
- Develop the defined operational strategies and plans per venue location
- Monitor the day to day performance of the contractors during the Games period in respect of quality standards and take appropriate action to ensure the needs of client groups are met.
- Management of timelines and responsibilities in the relationship between the TOCOG and the contracted service providers from award to completion of the contract
- Retain a high degree of flexibility in the planning process to ensure operational commitments are in line with sales and financial forecasts

Communication and Reporting

- Assist in implementing STH operations systems and processes for delivery of the project and the development of reporting and tracking systems for key operations tasks
- Ensure the Venue Lead and FOH 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 meetings are communicated as appropriate

Relationship Management

- Manage Assistant Venue Manager through regular meetings, performance reviews and feedback
- Represent the Company to TOCOG, suppliers and other stakeholders
- Develop and maintain relationships with TOCOG, suppliers and other stakeholders
- Support the implementation of the training plan for the Operations team
- Support the Venue Lead in creating an environment that attracts, motivates and empowers the 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 Lead and FOH Lead any other responsibilities assigned

KEY COMPETENCIES, SKILLS AND EXPERIENCE

Knowledge:

- Previous Games or large-scale event and project experience required
- Previous experience with the project and contract management of Hospitality services and operations management for large scale events
- Excellent organisational, administrative, and time management skills
- Proven success in the development of projects through the implementation of policies and procedures, training and performance management
- 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:

- Relevant experience within a leadership/management role in a related area such as venue operations or Hospitality
- Proven ability to problem solve and to make critical decisions independently without supervision
- Strong negotiation skills
- Ability to work closely and co-operatively with the internal team and stakeholders
- Ability to lead a team of venue-based operations staff
- 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.
- Confident in a corporate environment and able to deal with all levels of an organisation if required to do so.

<p>Leadership:</p> <ul style="list-style-type: none"> • Communicates direction and a clear vision of success. • Shares ideas and information in a timely manner following processes. • Gets to know the team professionally and personally. • Inspires and motivates others. • Considers impact of decisions on individuals, wider organisation and commercially. • Generates confidence in others and empowers them. • Focuses on continual improvement. • Delegates effectively and enables others to achieve. • Focuses on what is best for the team/organisation. 	<p>Building Relationships & Networking:</p> <ul style="list-style-type: none"> • Builds credibility, respect and trust with others through depth of understanding and knowledge. • 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. • Builds co-operative and positive relationships with internal and external stakeholders. • Uses judgement to assess levels of risk. • Fair and objective approach. • Perceptive and understands others. • Driven by organisation values.
<p>Communication:</p> <ul style="list-style-type: none"> • Shares knowledge and information with others. • Open and transparent. • Embraces and absorbs new information. • Consults widely. • Generates ideas to improve processes and create efficiencies. • Deals with ambiguity. • Prepared to challenge information and bureaucracy. • Able to adapt style of communication and approach. • Communicates clearly and concisely. 	<p>Delivers Results:</p> <ul style="list-style-type: none"> • Displays a clear vision and knows what they want to achieve. • Plans ahead and manages time effectively. • Embraces change, encourages others to do so. • Takes accountability and ownership of tasks and problems. • Tenacious and seeks to overcome obstacles and challenges. • Able to assess situations, analyse information and make informed decisions. • Prepared to make difficult decisions and stick by them. • 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.