**Job description**

**Job title: EURO 2020 Operations Lead**

**Grade: 8**

**Directorate: Communities and Intelligence**

**Unit: Sports Unit**

**Job Purpose**

Lead and coordinate the planning and delivery of the GLA’s operational responsibilities in relation to the 2020 UEFA European Football Championship, including City Transport, Policing, and Fan Zones, ensuring operational planning is fully integrated across project work streams.

**Principal Accountabilities**

1. Work closely with the EURO 2020 Project Manager, EURO 2020 Promotion Coordinator and Events for London Manager to support and contribute to the delivery of the GLA’s EURO 2020 obligations.
2. Coordinate the work of GLA Teams in developing operational plans for EURO 2020, ensuring integration across project work streams and encouraging innovation.
3. Work with the GLA group (e.g. London & Partners, Metropolitan Police Service and Transport for London) tolead and develop operational plans for the event and ensure integration with the wider project.
4. Liaise with partners and stakeholders, including The FA and UEFA, to ensure alignment of core stakeholder operational plans in the lead up to and during the tournament.
5. Manage the delivery and implementation of the city’s (and its partners’) operational plans, ensuring deadlines are met and issues and risks are escalated/managed appropriately.
6. Lead, chair and administrate an Operations Steering Group consisting of GLA colleagues and stakeholders.
7. Attend meetings to: protect the GLA’s interests, provide assurance to the EURO 2020 Project Manager, ensure proper governance, manage reputational risk, and ensure that all operational aspects of city delivery are on track to deliver in accordance with agreed plans.
8. Monitor and evaluate performance against event objectives and ensure appropriate action is taken in line with the decisions of the Mayor.
9. Lead procurement processes, management of contracts and grant agreements in liaison with the EURO 2020 Project Manager.
10. Mobility – coordinate partners and stakeholders to plan and deliver safe and efficient public transport services in London during EURO 2020.
11. Security & Policing – coordinate partners and stakeholders to plan and deliver an integrated safety and policing strategy for London during EURO 2020.
12. Fan Zones – work with the appointed Fan Zone production company and the GLA Events Team to coordinate planning and oversee delivery of EURO 2020 Fan Zones in London.
13. Volunteering – work with Team London to plan, manage and deliver the London EURO 2020 volunteering programme and ensure it is fully integrated with other aspects of the project, most notably the Fan Zones and City Transport work streams.
14. Lead the planning and delivery of ad hoc events associated with EURO 2020 in coordination with relevant GLA teams including the events team.
15. Prepare written and provide oral briefings and reports for the Mayor, Policy Directors and senior managers. Respond to questions and scrutiny from the London Assembly. Plan and manage Mayoral visits relating to EURO 2020.
16. Produce regular reports on performance and budget to provide assurance that projects are delivered on time and in budget and that good financial management is in place.
17. Promote and enable equality of opportunities, and promote the diverse needs and aspirations of London’s communities.
18. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.

**Key relationships**

Accountable to: EURO 2020 Project Manager

Principal contacts: Events for London Manager, EURO 2020 Promotion Coordinator, Major Sports Events Manager, Major Sports Events Officer, Head of Sport, Transport for London, Metropolitan Police Service, The Football Association, UEFA, GLA teams.

Accountable for: Resources allocated to the job.

**Person Specification**

**1. Technical requirements/experience/qualifications**

1. Knowledge and experience of the events industry, particularly operational delivery.
2. Experience of coordinating the work of various workstreams/project teams and ensuring an integrated approach to project planning and delivery.
3. Knowledge of the structure of London government, in particular the respective roles of local authorities, the Mayor and GLA Group and national Government; and a good understanding of how sport is managed and administered in London and nationally.
4. Experience of operating in a politically sensitive environment and handling communications in this environment.

**2. Behavioural competencies**

**Stakeholder Focus**

… Is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others’ expectations.

Level 2 indicators of effective performance

* Seeks to understand requirements, gathering extra information when needs are not clear
* Presents the GLA positively by interacting effectively with stakeholders
* Delivers a timely and accurate service
* Understands the differing needs of stakeholders and adapts own service accordingly
* Seeks and uses feedback from a variety of sources to improve the GLA’s service to Londoners

**Planning and Organising**

…is thinking ahead, managing time priorities and risk and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

* Prioritises work in line with key team or project deliverables
* Makes contingency plans to account for changing work priorities, deadlines and milestones
* Identifies and consults with sponsors or stakeholders in planning work
* Pays close attention to detail, ensuring team’s work is delivered to a high standard
* Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Building and managing relationships**

…Is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 2 indicators of effective performance

* Develops new professional relationships
* Understands the needs of others, the constraints they face and the levers to their engagement
* Understands differences, anticipates areas of conflict and takes action
* Fosters an environment where others feel respected
* Identifies opportunities for joint working to minimise duplication and deliver shared goals

**Communicating and influencing**

Level 2 indicators of effective performance

* Communicates openly and inclusively with internal and external stakeholders
* Clearly articulates the key points of an argument, both in verbal and written communication
* Persuades others, using evidence based knowledge, modifying approach to deliver message effectively
* Challenges the views of others in an open and constructive way
* Presents a credible and positive image both internally and externally

**Decision Making**

… is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 2 indicators of effective performance

* Takes decisions as necessary on the basis of the information available
* Makes decisions without unnecessarily referring to others
* Involves and consults internal and external stakeholders early in decisions that impact them
* Identifies potential barriers to decision making and initiates action to move a situation forward
* Demonstrates awareness of the GLA’s decision making processes and how to use them

**Responsible Use of Resources**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 2 indicators of effective performance

* Continually looks for opportunities to work more efficiently and sustainably
* Reduces team impact on the environment by implementing methods for reducing use of, reusing and recycling resources
* Improves local processes to maximise use of resources
* Monitors and stays within budget at all times

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

* Processes and distils a variety of information to understand a problem fully
* Proposes options for solutions to presented problems
* Builds on the ideas of others to encourage creative problem solving
* Thinks laterally about own work, considering different ways to approach problems
* Seeks the opinions and experiences of others to understand different approaches to problem solving