



POSITION DESCRIPTION

ATHLETE AND GUEST SERVICES MANAGER

FIBA WOMENS BASKETBALL WORLD CUP 2022

The FIBA Women's Basketball World Cup is the world's largest international women's basketball competition and one of the most prestigious titles in the sport. This major event will feature the world's best players representing 12 basketball powerhouse nations from across FIBA's regions – Asia & Oceania, Americas, Africa and Europe.

ABOUT FIBA

The Federation International Basketball (FIBA) is the association of National Federations which governs the sport of basketball worldwide. Following a competitive bid, Basketball Australia and the NSW Government were awarded the rights to host the FIBA Women's Basketball World Cup 2022 at Sydney Olympic Park from 22 September to 1 October 2022.

FIBA WOMENS BASKETBALL WORLD CUP 2022 LOCAL ORGANISING COMMITTEE (LOC)

Basketball Australia partnered with NSW Government through its major events and tourism agency, Destination NSW and the Office of Sport to win the rights in March 2020 to host the Women's Basketball World Cup as part of the NSW Government's 10 World Cups in 10 years initiative. Basketball Australia established a Local Organising Committee, as a wholly owned subsidiary, to deliver this prestigious event. This World Cup will be one of the first major international events to be held in Australia in 2022 (22 September to 1 October 2022) and comes



at an unprecedented time for our country, following devastating bushfires and COVID-19 pandemic. This global sporting event will contribute to Australia's long-term recovery due to the economic and social benefits this event will deliver, along with continuing the powerful message of gender equality and focus on women's sport.

We want this event to reimagine and reinvigorate Basketball, and specifically Women's Basketball, in Australia and the Region. We want to create an atmosphere that is cool, edgy and funky with activations, communications and promotions in the lead up and during to the event that achieves our vision of igniting the passion for women's basketball globally.

OUR VISION: To ignite the passion for Women's basketball globally

OUR MISSION: To create a bold, engaging and inclusive World Cup celebrating the power and excitement of women's basketball

POSITION: ATHLETE & GUEST SERVICES MANAGER

Under the guidance of the General Manager – Event Operations for the Local Organising Committee (LOC), you will be a part of a team that delivers an incredible experience for all team delegations, technical officials, FIBA management, FIBA Executive and special guests. This will include involvement in the planning, delivery, and implementation of the services for all stakeholders in line with the overall Operations Strategy and LOC Strategic Plan.

A key strategy for the FIBA Women's Basketball World Cup is to deliver an athlete-focused event and elevate the experience for athletes and officials through innovative services and activities. As Athlete & Guest Services Manager you will be responsible for ensuring the core elements of event services including accommodation, meals, and transportation, are delivered to all athletes, team support staff, technical officials and other visiting stakeholders.

You are an experienced event operations professional with demonstrated experience in a sports and entertainment or events environment. Ability to work with a wide variety of stakeholders with exceptional well-developed interpersonal skills, a team player who works well in a small team. Your attention to detail and customer service skills are exemplary to ensure the experience for the teams, coaches, officials, and stakeholders is outstanding.

KEY RESPONSIBILITIES

The Athlete & Guest Services Manager will be required to:

- Develop and Implement the Athlete & Guest Services plan with the Event Operations Plan including key milestones and project timelines linking to the MasterPlan.
- Oversee the management and delivery of all athlete services including accommodation & meals, transport, and training requirements.
- Liaise with the hotels to ensure dietary requirements are delivered for all team delegations.
- Liaise with the hotels to ensure athlete's needs are catered

for at the hotels to ensure a feeling of “home away from home”.

- Manage communication with Team Delegations in accordance with FIBA guidelines.
- Co-ordinate with other functional areas including accreditation, visas, marketing and communication and logistics to ensure that requirements for all teams are managed and delivered in a timely manner.
- In conjunction with transportation manager ensure that arrivals and departures are seamless for all stakeholders
- Ensure that all teams have attaches that are well trained and able to provide services to the individual teams during the event.
- Manage a small team of volunteers who will assist in the delivery of the athlete and team experience for all team delegations and other stakeholders.
- Ensure that the volunteers required for the delivery of the athlete services during the event are adequately trained and briefed on their roles and responsibilities during the event.
- Be a senior member of the Event Operations team with the ability to promote a positive working relationship between all functional areas of the Events Team.

EXPERIENCE/SKILLS/QUALIFICATIONS

In addition to demonstrating relevant experiences across the core functional areas of responsibility identified in this Position Overview, candidates applying for the Athlete & Guest Services

Manager role will require a range of personal and professional skills, including:

Essential

- Relevant tertiary qualifications in sport management, sports administration or event management or proven experience as a Manager in the VIP Guest Services area.
- Previous experience with a similar event or workplace where you have worked with different VIP stakeholders from around the globe e.g. FIBA, Government agencies, hotels, sports
- Previous experience in managing and delivering operational components across a range of functional areas.
- Proven track record in developing and fostering relationships
- Exceptional attention to detail, time management, planning and scheduling skills
- High level of all round communication and presentation skills
- Display sound decision-making skills to solve problems and conflicts effectively whilst remaining calm under pressure
- Proficient with Microsoft Office with emphasis on Word and Excel
- Strong project management disciplines inclusive of the ability to prioritise at peak times, multitask and meet strict deadlines
- A high degree of sensitivity and diplomacy in managing

the expectations and views of a diverse stakeholder group.

- Demonstrated ability to plan, organise and manage multiple tasks with strong attention to detail maintaining high standards of customer service and work within the LOC management.
- Strong collaborative/inclusive approach to problem solving.

Desirable

- Knowledge of the sport of basketball
- Experience in working with other functional areas.

LOCATION

Flexible working arrangements will be discussed; however, the FWBWC22 LOC office is located in Sydney Olympic Park.

HOURS OF WORK

Due to the nature of the position, weekend work and extended hours may be required from time to time.

REMUNERATION

The remuneration package is negotiable depending upon skill level and experiences.

TIMELINES



Applications close 5pm AEST Wednesday 2 March 2022.
Interviews and appointment will occur in early March and it is expected that the Athlete & Guest Services Manager will commence in early April 2022

TERM

The successful candidate will be employed under a full-time contract to 14 October 2022. This is subject to funding and may be extended. In addition, a three-month probationary period will be late February included in the contract.

APPLICATIONS

Applications should be forwarded to
hr@womensworldcup.basketball before **5pm AEST**
Wednesday, 2 March 2022

Preferred Format: 1-page letter of introduction responding to selection criteria and key responsibilities, accompanied by a CV of no more than 3 pages.