Melbourne City FC – Match Day & Event Operations Lead

- Elite, professional sporting environment in a global organisation.
- Empowering and engaging workplace.
- Fun, supportive & professional team.

The Job
We have an exciting opportunity available for a self- motivated person who thrives on a fast pace, dynamic environment with a strong customer service focus to join our Commercial Team as our Match Day & Event Operations Lead.

Reporting to the Head of Consumer Operations & Fan Experience, you will be accountable for the delivery of all operational requirements to deliver a first-class consumer and fan experience across the Club which includes match days, as well as Club major events.

Who are we?
Melbourne City FC is part of a global football business, City Football Group (CFG). We compete in Australia's elite domestic football competition, the A-Leagues, with teams in the men's, women's, and youth leagues.

CFG consists of 13 football clubs, including Manchester City FC, and is the fastest growing sporting organisation in the world.

City people are entrepreneurial, innovative, open-minded and team oriented. We are humble and hardworking, challenge conventional thinking and have a will to win. We combine genuine understanding of the importance of our local communities with a global approach. Our ambition is to develop the best footballing talent on the pitch and the best people off the pitch and are committed to growing a sustainable and socially responsible organisation.

This is a fantastic opportunity to join a global organisation in an elite sporting environment. We are a collective bunch and love what we do, so we want those who join us to love working for us and to be a part of something special. If you are selected, you will gain unique access to internal pathways within Melbourne City FC, nationally and globally through CFG.

Key Responsibilities
- Provision of operational planning and delivery of Club operational outputs which include A-League Men (ALW), Women (ALW), ACL, Australia Cup, Club, Partner, Fan and community events and tournaments – which includes leading the delivery at certain events.
- Coordinate the management of casual and volunteer staff including recruitment, communication, coaching, rostering, and performance management where required (with guidance from HR).
- Provision of proficient event administration including but not limited to car park management, accreditation database, event specific documentation, catering and staff and stakeholder briefings for match days and events.
- Assist in researching and initiating new development or ideas for events including activations, giveaways and marketing concepts that could be implemented at Melbourne City events.
- Proactively review match days and events to assist in the development of efficiencies, processes and systems for continual improvement.
- Responsible for all Fan Engagement club assets ensuring required maintenance and repairs are regularly conducted.

Skills, Experience & Desired Attributes

- Relevant tertiary qualification in Business / Marketing/Events or similar (desired, not essential).
- Minimum of 3 years' experience working within a sporting and/or event environment.
- OH & S trained or experienced awareness.
- Excellent communication skills both oral and written to manage various stakeholders.
- Exceptional administration, co-ordination, and organisational skills.
- Exceptional attention to detail and the ability to deliver from conception to completion.
- Well-developed creative, lateral thinker with problem-solving skills
- Proven ability to meet deadlines with the ability to multi-task.
- Database management experience.
- Highly organised with a 'can do' attitude.
- Ability to remain calm under pressure with the ability to adapt and make decisions on your feet to resolve problems and find solutions.
- Team player with the ability to influence others.

In return, we provide you with:

- Immediate start.
- Opportunity to join a Global Sporting Network.
- Great staff incentives including deals and discounts with corporate sponsors.
- Club Staff events.
- Club kit and memberships.
- Employee Assistance Program.
- Free onsite parking at new state of the art facility at Casey Fields.

This position is offered on a full time, fixed term basis.

So, if you believe you fit this brief, then we're keen to hear from you! Please send your covering letter, resume and your salary expectations for this position to Susan Mills, General Manager - Human Resources at recruitment@melbournecityfc.com.au. Applications close on **Sunday 1 September 2024**. This position is only open to candidates with current Australian work rights and only shortlisted candidates will be contacted.

The City Football Group is fully committed to safeguarding children and other vulnerable people across our business. As such, this appointment will be subject to Safer Recruitment processes including satisfactory criminal record and other background checks. City Football Group promotes equal opportunities in employment we positively welcome applications from all candidates.

We will screen all applicants and select candidates whose skills and experience seem to meet our needs. We will carefully consider your application during the initial screening and will contact you only if you are selected for an interview. Employment is subject to the provision of proof of eligibility to work in the respective country.