



## INNOVATION ACADEMY VACANCY

# SPECTATOR EXPERIENCE COORDINATOR

National Minimum Wage

RUGBY LEAGUE WORLD CUP 2021  
LOCATION; MANCHESTER

### THE INNOVATION ACADEMY

Our RLWC2021 Innovation Academy is an opportunity for exceptional individuals to gain a hands-on experience and develop themselves further in a unique working environment.

The programme will offer real roles with real responsibility and expectations to deliver to world class standards. The roles available cover both paid internships and voluntary short-term work placements.

The successful candidates will benefit from on-the-job learning and be surrounded by experts working on a major sporting event. The Innovation Academy will offer outstanding opportunities to gain experience and really test your capabilities.

### WHO YOU'LL BE WORKING FOR:

In 2021, England will host the largest team sporting event in the world that year - the Rugby League World Cup, which will be the biggest and best ever in its history that dates back to 1954 when the tournament began.

32 competing nations in the men's, women's and wheelchair competitions will play in 61 matches across 21 venues, including St James' Park, Elland Road, Anfield, Emirates Stadium, M&S Bank Arena and Old Trafford. The most inclusive sport played in the biggest venues across the country.

***We are on a mission to create inspirational moments that excite, engage and leave a long-lasting legacy.***

Led by our values of being Bold & Brave, World Class, Authentic and Inclusive, we are looking for the best talent to join our team.



Bold & Brave



World Class



Authentic



Inclusive



## WHAT IT'S LIKE IN OUR TEAM:

We have a 'start-up' culture with a 'high bar' mentality to everything we do - we need to ensure that all touch points of the tournament are world class.

We require innovators and have created an environment where all our teammates flourish.

We have a leader-leader culture (not followers), with each teammate taking responsibility and accountability for their actions and results to move the business forward - we want people with a glass half full mindset!

We move at pace and have plenty to achieve in the next 12 months, so need people who are hungry to use their skills and experience but also have a desire to learn more.

With a great choice of rewards and training, we provide a progressive culture to learn and develop your career.

## OVERVIEW OF THE ROLE:

From fireworks to car parks, fan zones to shuttle buses, the Spectator Experience Coordinator will play a vital role in ensuring our spectators are happy, safe and most importantly having the most incredible experience at RLWC2021.

We are looking for a motivated candidate that will be focused on a positive spectator experience, bringing insight and innovative solutions to the overall spectator journey with a keen interest in creating exciting moments in sport events.

## WHAT YOU'LL BE DOING:

- Coordinating the venue spectator experience plan, outlining the services and engagement to be delivered to the spectator.
- Resolving spectator experience focused issues at the venue.
- Responsible for relaying communications to the spectator experience team as required.
- Reviewing spectator signage, assisting with volunteer dot plans and the scoping of volunteer support tools.
- Contribute to documentation and spectator services best practices used for the training of staff, stewards and volunteers.
- Assisting with spectator transport services in host cities and towns.
- Assisting with Sport Presentation planning, including athlete engagement and exciting fan experiences.



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## SKILLS AND EXPERIENCE REQUIRED:

- An enthusiastic and energetic individual with a 'can do' attitude.
  - Strategic problem-solving skills.
  - Excellent customer service skills.
  - Experience of stakeholder management.
  - An excellent communicator.
  - Enjoys multi-tasking, working in a fast-paced environment, and being part of a small and agile team.
  - Ability to take ownership of workload and deliver timely solutions.
  - Strong attention to detail.
  - High computer proficiency.
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The successful candidate will report into the Host and Transport Lead.

To apply please send an email with "Spectator Experience Coordinator" in the title, including a covering letter of why you think you're suitable for the role, and an overview of your experience in the form of a CV to [academy@rlwc2021.com](mailto:academy@rlwc2021.com)

The closing date for applications is **12pm Wednesday 25<sup>th</sup> November 2020**.

Interviews will be held early January 2021 for a start date of Monday 22<sup>nd</sup> February.

The Rugby League World Cup 2021 is committed to equality through diversity. More information is available at [rlwc2021.com](http://rlwc2021.com).

If appointed you will need to provide us with a copy of your Passport and if relevant, a work permit to show you have the right to work in the UK. Alternatively you would need Tier 2 Sponsorship to be able to work for us.

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