ParalympicsGB
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About the Role

Job Title: Games Operations Manager

Department: Operations

Reports to: Head of Games Planning and Services

Type of Contract: Permanent

Salary: £36,000 - £48,000 depending on experience

Hours of Work: Such hours as are necessary to fulfil the duties. This will involve a minimum of 35 hours per week and include work on evenings and weekends as required.

Location: Hybrid working across ParalympicsGB's London office (minimum 2 days) and home based. This role involves some field-based activity and domestic and international travel, including attendance at events, preparation bases, and Summer and Winter Paralympic Games venues.

Role Purpose

The Games Operations Manager is responsible for the planning, coordination and delivery of games services that support ParalympicsGB's participation in every Summer and Winter Paralympic Games.

The role is accountable for the day-to-day management of key services, including team kit, travel, transport, accommodation, logistics, guest programme and ticketing, ensuring services are planned, integrated and delivered to meet the needs of athletes, staff, guests and other stakeholder groups.

Key Responsibilities

Games Services Delivery

- Lead the planning and delivery of the team kit project, acting as the primary operational lead for kit planning across the Games cycles. Manage the relationship with adidas, oversee the development and implementation of the team kit order, coordinate sport-specific competition wear requirements with Sport Team Leaders, and work collaboratively across ParalympicsGB to ensure kit requirements are fully integrated into Games planning and delivery.
- Oversee all kit distribution activities ensuring athletes, staff and stakeholders are successfully kitted out, with appropriate processes and systems in place to deliver a seamless experience.

Other responsibilities for the role will include, but are not limited to;

- Lead the planning and delivery of assigned games services including; team kit, travel, transport, accommodation, logistics, guest programme and ticketing.
- Support the end-to-end accommodation planning for the ParalympicsGB delegation, including sourcing and contracting hotels, room allocation, rooming list development, budget management, cost tracking, and stakeholder coordination to ensure accommodation requirements are secured and delivered for all client groups.
- Support the planning and delivery of delegation travel and logistics operations, including team travel, freight and sports equipment movements, and Games-time arrival and departure processes. Coordinate with the OCOG, suppliers, and key stakeholders to ensure services are delivered efficiently and meet the operational needs of the ParalympicsGB delegation.
- Contribute to the planning and delivery of the Games Operations workforce recruitment programme, working with functional leads to identify resource requirements, develop job descriptions and coordinate recruitment and onboarding activities, ensuring Games-time operational personnel are recruited, trained and deployed effectively.
- Support the operational planning and delivery of test events, Games recces, venue visits, village visits and other planning activities associated with Games preparation.
- Contribute to post-Games reviews, project evaluations and lessons-learned activities, identifying opportunities for continuous improvement and future Games planning.
- Support the delivery of wider games operations projects as required.

Games Planning and Coordination

- Coordinate day-to-day operational planning activities across multiple workstreams, ensuring requirements are understood, aligned and delivered on time.
- Develop and maintain operational plans, timelines, milestones and project documentation for designated areas of Games operational delivery.
- Ensure operational requirements are delivered accurately, efficiently and in accordance with agreed standards, processes and timelines.
- Support the development and maintenance of Games-time operational procedures, service plans and readiness documentation.

- Provide operational insight, planning support and updates to Games planning forums, governance groups and project teams as required
- Coordinate integrated Games planning across all functions, ensuring delivery plans are connected.
- Develop, manage and monitor project budgets for designated operational areas, ensuring expenditure is controlled and aligned with approved plans and budgets.
- Identify, manage and escalate operational risks and issues associated with designated projects and services.

Stakeholder and Relationship Management

- Build and maintain effective relationships with key stakeholders, including Sport Team Leaders, National Governing Bodies, Organising Committees, the British Olympic Association, suppliers, commercial partners and delivery partners.
- Act as a key operational contact for designated projects and services, ensuring stakeholder requirements, expectations and priorities are understood and managed effectively.
- Manage relationships with suppliers and service providers, monitoring performance against agreed requirements, budgets and service levels.
- Lead operational communications for assigned projects, ensuring stakeholders receive timely, accurate and relevant information.
- Coordinate responses to operational information requests, requirements and deadlines from internal and external stakeholders.
- Provide operational expertise, recommendations and updates to project groups and planning forums, supporting informed decision-making and effective service delivery.
- Build strong working relationships across ParalympicsGB and contribute positively to cross-functional planning and delivery.

Games Time Responsibilities

The postholder will be required to undertake an operational role at Games time, with specific responsibilities agreed for each Paralympic Games by the Chief Operating Officer and Chef de Mission team.

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and may be amended from time to time in the light of the changing needs of the organisation through appropriate processes of consultation and the mutual agreement of both parties.

Person Specification

Essential Knowledge and Experience

- Strong understanding of complex project planning and operational delivery.
- Experience delivering large-scale operational services, including kit, accommodation, travel, transport, logistics, arrivals and departures or ticketing.
- Ability to develop and manage complex plans involving multiple teams, stakeholders and delivery partners.
- Ability to build effective relationships and influence stakeholders to achieve delivery outcomes.
- Exceptional attention to detail, with the ability to produce accurate, high-quality work and manage complex operational information across multiple workstreams and stakeholders.
- Excellent organisational skills with the ability to prioritise workloads, manage competing deadlines and ensure delivery of high-quality outputs.
- Experience managing and monitoring complex project and operational budgets, with the ability to accurately forecast expenditure, track costs, identify variances, and ensure services are delivered within approved financial parameters.
- Excellent written and verbal communication skills, with the ability to communicate clearly and effectively with a wide range of audiences.
- Proactive and adaptable approach, with the ability to respond positively to changing priorities and operational requirements.
- Strong technical and data management capability, including advanced Excel skills and experience working with large, complex spreadsheets and databases. Able to manage significant volumes of operational data, ensure accuracy and integrity of information, and embrace new technologies to improve planning, reporting and operational efficiency.

Desirable

- Experience of working within a sporting, major event, Olympic, Paralympic or similarly complex operational environment.
- Experience leading or contributing to large scale athlete kit and kitting out projects.

About ParalympicsGB

ParalympicsGB is an organisation with a unique role and key responsibilities within the UK high-performance system. Delivery of our ambitions very much relies on working in partnership with others and focusing on our two strategic priorities: taking the best prepared team to each summer and winter Games and inspiring social change.

As an organisation we are committed to three values, which every ParalympicsGB member is expected to adhere to:

Excellence

Everything we do reflects our ambition to be world leading. We care deeply about what we do and bring a flexible, positive, and progressive approach to our interactions with others. Like the athletes that we support, we will always challenge ourselves and others to do better.

Respect

Our relationships with each other, our partners and the wider community are based on respect, trust, and a deep-seated belief in diversity, inclusion, and the value of our differences.

Integrity

We demand the highest standards from ourselves and others, seeking always to do the right thing and to engage with openness and transparency in all that we do.

ParalympicsGB is fully committed to the principles of the equality of opportunity and is proud to be a disability confident employer.