



**Heart
of Football**

Position Description:

Guest Management Coordinator

GUEST MANAGEMENT COORDINATOR

Reporting to: Guest Management Lead.

ABOUT ECA:

ECA is the sole independent body directly representing football clubs at European and International levels. With a current membership base of more than 660 professional football clubs from across the continent, ECA is the representative voice of European clubs in the international football landscape.

Working closely with football's governing bodies, competition organizers and other professional stakeholders, ECA's core purpose is to place clubs at the 'Heart of Football'. ECA is continually strengthening its administration to ensure it enhances the value of its activities and services for Member clubs.

POSITION MISSION:

ECA's flagship event is its annual General Assembly.

This year's event, which will be held in Athens (8th to 10th October 2024) will be the biggest in ECA's history, with Member clubs, former players & coaches, high-profile VIPs and invited guests, amongst the expected 650 attendees.

We know that teamwork is key to on-the-field success and the same applies to event delivery. To help us deliver our biggest and best General Assembly, we are looking for temporary support.

The European Club Association (ECA) is therefore seeking a team of experienced **Guest Management Coordinators** to help deliver its 31st ECA General Assembly.

This is a temporary mission aimed at providing first-class support and customer service throughout the duration of ECA's General Assembly to all attendees. At the heart of the three-day event will be ECA's Club Lounge, where attendees can relax and network with one another.

CONTRACT TYPE

Temporary

CONTRACT DURATION

Monday 7th October to Friday 11th October 2024 (inclusive).

WORKPLACE LOCATION

Athens – Greece.

CORE RESPONSIBILITIES

- Working as part of team, to deliver a high-quality guest experience at 31st ECA General Assembly throughout the entire duration of the 3-day event – from arrival through to departure.
- Providing first class service and customer support at the official welcome desks.
- Assisting with on-site guest registration and distribution of accreditation passes.
- Supporting ECA's transport team with the movement of guests between the different event venues.

- Providing support, and assistance, throughout the General Assembly programme including:
 - ECA Club Lounge (8th and 9th October).
 - Kick-Off party (evening of 8th October).
 - Football Leaders Forum (morning of 9th October).
 - Official Dinner (evening of 9th October); and
 - Plenary Session (morning of 10th October).

QUALIFICATIONS, SKILLS, AND EXPERIENCE

- Previous experience of working in a guest management role at a high-profile event.
- Excellent communication and people skills.
- Ability to work effectively under pressure and in a challenging environment.
- Positive attitude with exceptional levels of customer service.
- Strong attention to detail and a proactive approach to problem-solving.
- Flexibility to adapt to changing priorities and requirements.
- Fluent in English (ability to also speak Greek would be an advantage).
- Experience of working in a protocol role would be an advantage.

If you would like to be at the heart of football and help us deliver European football's biggest club conference, we want to hear from you.

Please send your CV and a covering letter stating which role you are applying for to jobs@ecaeurope.com.

Please use "**Guest Management Coordinator**" as the subject heading of your email. Please note that only candidates fulfilling the required skills and experience will be contacted

We look forward to hearing from you.