



**GLASGOW  
SCOTLAND**

**We Need You – Overview and Role Descriptions**



**Glasgow**life



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# We Need You

## Championships Overview

### 2023 UCI Cycling World Championships

#### We Need You!

This summer Glasgow will once again host another major sporting event, and **we need you** to help us deliver.

#### The Event

From 3-13 August 2023, the inaugural UCI Cycling World Championships will be hosted in Glasgow and across Scotland. It will be the single biggest cycling event in history, bringing together 13 existing individual cycling world championship disciplines into one mega event. Glasgow will provide five venues for the 2023 UCI Cycling Worlds including Sir Chris Hoy Velodrome, Emirates Arena, George Square, Glasgow BMX Centre and Glasgow Green.

#### What We Need

We will be looking for passionate and enthusiastic staff to help us deliver in a variety of roles supporting areas like Event Operations, Spectator Services and Workforce to name but a few. Much like previous We Need You campaigns for Glasgow 2018 European Championships and COP26, this is a great opportunity to see a major sporting event up close, meet new people and enhance your skills. You'll be embedded in a large, dedicated event team, be fully trained and will support delivery as the world watches the biggest cycling event ever!

#### Important Information

- You should seek approval of your line manager and then your Head of Service before making an application
- Some applicants will be contacted before the official closing date of applications (May 14<sup>th</sup>)
- We are looking for people to be available for the Championships period (3-13 August) with most roles likely to start in July prior to the move to venue. Specifics will be discussed with successful applicants and their line managers.
- No annual leave will typically be granted during this period but we are happy to discuss any previous commitments.
- You will be asked to work your contracted weekly hours, although some evening and weekend cover will be required
- Shifts will typically be around 8 hours, and many venues may operate 2 shifts per day.
- Venue operating hours may be from 06:00 – 23:00
- Travel planning will be considered ahead of any shift allocation
- Various training will be offered online at your own leisure, via video calls and in person

#### Key dates:

- Applications will be open until May 14
- Applicants reviewed and contacted throughout **May** including informal skills matching discussion
- Final confirmations for successful candidates in **June** with relevant managers notified
- Most posts will last from mid to late **July** until 13 **August**

Please contact [Uciworkforce@glasgowlife.onmicrosoft.com](mailto:Uciworkforce@glasgowlife.onmicrosoft.com) if you have any questions.



## 2023 UCI Cycling World Championships

### Role Description

Area	Accreditation
Job Title	Accreditation Coordinator
Duration:	July - 13 August (inclusive) – start date can be agreed
<p><b>Overview &amp; Responsibilities:</b>            The Accreditation Coordinator will support the delivery of Venue Accreditation Help Offices for competition venues. This role will provide venue access support for client groups including workforce, contractors, volunteers &amp; suppliers            Key duties will include:</p> <ul style="list-style-type: none"> <li>• Ensure all activity is in line with GDPR principles</li> <li>• Support the system for managing and producing any additional access devices for Glasgow client group staff</li> <li>• Support a team of volunteers during event delivery</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• General IT skills and experience with data management principles that will ensure precise and timely data input.</li> <li>• Excellent organisational skills and ability to deliver within specified deadlines</li> <li>• Excellent attention to details</li> <li>• Ability to utilise software packages such as Microsoft Word, Outlook, and Excel</li> </ul>	
<p><b>Training requirements:</b>            Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date</p>	
<p><b>Further Information:</b>            If you require any further information please contact  <a href="mailto:Uciworkforce@glasgowlife.onmicrosoft.com">Uciworkforce@glasgowlife.onmicrosoft.com</a></p>	

## 2023 UCI Cycling World Championships

### Role Description

Area	Event Operations
Job Title	Glasgow Operations Centre Manager
Duration:	17 July – 14 August
<p><b>Overview &amp; Responsibilities:</b></p> <p>We are looking for colleagues to work within the exciting and fast-paced Glasgow Operations Centre (GOC). The GOC will be the nerve centre for Glasgow’s Championships-time operations and will be the base for key senior officers and decision-makers of Glasgow Life, Glasgow City Council, Police Scotland and other national agencies. The GOC Manager will require knowledge of cross-service/agency operations and structures, the ability to operate confidently within defined parameters and represent GL/GCC with the other delivery partners. The role will include:</p> <ul style="list-style-type: none"> <li>• Attending key meetings with senior officers of GL/GCC, taking actions as appropriate</li> <li>• Support of GL/GCC’s senior officers in the delivery of their responsibilities within the Command, Coordination and Communications (C3) structure</li> <li>• Provision of timely and accurate briefings/reports as required</li> </ul>	
<p><b>Skills and experience required:</b></p> <ul style="list-style-type: none"> <li>• Involvement in previous major events/projects, ideally at tactical and strategic levels</li> <li>• Experience of the C3 approach which has been deployed at many previous major events in Glasgow</li> <li>• Ability to work independently however under the supervision of key officers in the GOC</li> <li>• Ability to work under-pressure in fast-paced environments</li> </ul>	
<p><b>Training requirements:</b></p> <p>Staff will be fully trained for their specific role.</p> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date.</p>	
<p><b>Further Information:</b></p>	

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## 2023 UCI Cycling World Championships

### Role Description

Area	Event Operations
Job Title	Glasgow Operations Centre Coordinator
Duration:	17 July – 14 August
<p><b>Overview &amp; Responsibilities:</b></p> <p>As part of the Championships, the Glasgow Operations Centre (GOC) will be established to oversee key functional areas across city venues, collate daily reports, provide assistance and issue resolution and liaise with core partners such as Police Scotland and Transport Scotland. Working from the GOC, we require GOC Coordinators for:</p> <ul style="list-style-type: none"> <li>• General support including logging, note taking and supporting meetings</li> <li>• Administrative tasks including management of the Incident Management System delivering support as per the agreed 'daily rhythms', circulation of key information and support of the various reporting processes</li> </ul>	
<p><b>Skills and experience required:</b></p> <ul style="list-style-type: none"> <li>• Ability to use windows-based IT systems</li> <li>• Accurate note taking abilities and attention to detail</li> <li>• Ability to follow the set daily rhythms of the Championships</li> <li>• An understanding of the event-time decision-making process (full training will be provided)</li> </ul>	
<p><b>Training requirements:</b></p> <p>Staff will be fully trained for all duties for their specific role.</p> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date.</p>	
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## 2023 UCI Cycling World Championships

### Role Description

FA:	Catering, Cleaning, and Waste (CCW)
Job Title	Catering, Cleaning and Waste Coordinator
Duration:	July - 13 August (inclusive) – start date can be agreed
<p><b>Overview &amp; Responsibilities:</b>            This role will support a dedicated team on venue who oversee all catering, cleaning, and waste activities. Key duties include:</p> <ul style="list-style-type: none"> <li>• Ensuring relevant spaces such as break areas are being well maintained and liaising with caterers and cleaning staff as required</li> <li>• Providing information on daily functions and producing reports</li> <li>• Maintain records and spreadsheets of meal reconciliations and totals</li> <li>• Support Catering Cleaning and Waste Management Team in daily venue functions ensuring smooth operations</li> <li>• Working closely with other functional areas to ensure break scheduling is staggered, specific requirements are noted and provisions remain available</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Ability to problem solve and think on feet in a busy environment</li> <li>• Good excel skills and ability to manage data</li> <li>• Ability to produce reports</li> <li>• Experience of working with numbers or financial information</li> <li>• Excellent communication skills</li> </ul>	
<p><b>Training requirements:</b>            Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date</p>	
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## 2023 UCI Cycling World Championships

### Role Description

Area	Event Operations
Job Title	Event Coordinator
Duration:	July - 13 August (inclusive) – start date can be agreed
<p><b>Overview &amp; Responsibilities:</b></p> <p>The Event Coordinator will support Event Management in the overall running of championship venues. Key duties will include:</p> <ul style="list-style-type: none"> <li>• Support the Event Managers in the delivery of venue operations</li> <li>• Oversee and support volunteers on venue</li> <li>• Provide adhoc support including charging and tracking radio allocation, preparing documents and relaying key message across functional areas</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Excellent administrative skills</li> <li>• Ability to manage and deliver high quality work across multiple work areas</li> <li>• Ability to communicate effectively with various individuals, partners and agencies</li> <li>• Ability to use software packages such as Microsoft Word, Project, Outlook, PowerPoint and Excel.</li> <li>• Accuracy and attention to detail</li> </ul>	
<p><b>Training requirements:</b></p> <p>Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date</p>	
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### Role Description

Area	Spectator Services
Job Title	Spectator Services Coordinator
Duration:	July - 13 August (inclusive) – start date can be agreed
<p><b>Overview &amp; Responsibilities:</b></p> <p>This role adds value to the spectator journey, delivering excellent customer service across the Championships. The duties include:</p> <ul style="list-style-type: none"> <li>• Work closely with a number of other functional areas including Event Operations, Safety, Security &amp; Medical, and Volunteering, adhering to policies and procedures on spectator engagement, lost and found items, found persons etc.</li> <li>• Support the flow of information between front of house operations and the event management team</li> <li>• Provide front of house support across competition venues and activation sites</li> <li>• Help provide information for daily reports, briefs and de-briefs</li> <li>• Support the Spectator Services volunteers with any FAQ's</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Experience in public engagement or customer service</li> <li>• Ability to communicate messages across multiple client groups</li> <li>• Experience of working in a fast-paced environment</li> <li>• Ability to think on feet and problem solve</li> </ul>	
<p><b>Training requirements:</b></p> <p>Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date</p>	
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## 2023 UCI Cycling World Championships

### Role Description

Area	Workforce
Job Title	Workforce Coordinator
Duration:	July - 13 August (inclusive) – start date can be agreed
<p><b>Overview &amp; Responsibilities:</b>            The Workforce Coordinator will support the check-in of paid staff and volunteers at operational venues. Key duties will include:</p> <ul style="list-style-type: none"> <li>• Coordinating workforce check-in during event delivery, including set up and operational management of the space and break area</li> <li>• Support the wider workforce team and volunteers to successfully check-in paid staff and volunteers and ensure meal vouchers are received</li> <li>• Relay essential and useful communications to the wider venue team</li> <li>• Support the distribution and stock management of reward and recognition items</li> <li>• Build excitement and engagement among the workforce team.</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills to work effectively with staff, volunteers &amp; partners</li> <li>• Ability work in a fast-paced environment and problem solve quickly</li> <li>• Ability to organise workload and identify areas of priority</li> <li>• Enthusiasm toward being a part of the event team and ability to motivate and enthuse others</li> </ul>	
<p><b>Training requirements:</b>            Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of training prior to your start date</p>	
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## 2023 UCI Cycling World Championships

### Role Description

Area	Logistics
Job Title	Logistics Coordinator
Duration:	July - 13 August (start date can be agreed)
<p><b>Overview &amp; Responsibilities:</b></p> <ul style="list-style-type: none"> <li>You will be based at a venue, helping direct a logistics crew complete daily tasks and set up the venue as the event demands. You'll respond to issues and help find solutions to keep things running smoothly.</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>Able to follow a work plan and meet deadlines</li> <li>Problem solving and adaptability</li> <li>Good communication skills</li> <li>Good team worker</li> </ul>	
<p><b>Training requirements:</b> Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of prior to your start date</p>	
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## 2023 UCI Cycling World Championships

### Role Description

Area	Technology
Job Title	Technology Coordinator
Duration:	July – 13 August (start date can be agreed)
<p><b>Overview &amp; Responsibilities:</b> As Venue Technology Coordinator you will be responsible for supporting the delivery of all agreed technology responsibilities which Glasgow will be tasked with in order to successfully deliver the Championships.</p> <ul style="list-style-type: none"> <li>• Provide support in all Technology related matters, acting as an escalation point for technology related issue resolution</li> <li>• Assist in supporting and management of on-site operations of venue technology suppliers (including ,Screens, Timing &amp; Scoring/On Venue Results, Audio Visual, Network Integrator, Radio Comms)</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Great communication skills</li> <li>• Adaptable approach to working</li> <li>• Ability to prioritise workload</li> <li>• Good I.T. Knowledge, skills or qualification</li> </ul>	
<p><b>Training requirements:</b> Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of prior to your start date</p>	
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## 2023 UCI Cycling World Championships

### Role Description

Area	Event Operations
Job Title	Assistant Event Manager
Duration:	17 July – 13 August
<p><b>Overview &amp; Responsibilities:</b></p> <p>This role will assist Event Managers in leading the venue planning for all competition and non-competition venues within Glasgow, coordinating all operational Workstreams. Responsibilities will include:</p> <ul style="list-style-type: none"> <li>• Support issue resolution to progress and resolve matters across all operational Workstreams</li> <li>• Manage a team of Coordinators, volunteers, and contractors to plan and deliver the allocated venue(s) accordingly</li> <li>• During the delivery phase of the Championships, fulfil the role of responsible Operational Manager for the allocated Championships by deputising for the Event Manager</li> <li>• Work within the multi-agency planning structure which will be key to the success of the Championships, including establishing relationships with relevant local, regional, national, and international bodies and agencies in the planning and delivery of the event</li> </ul>	
<p><b>Skills and previous experience required:</b></p> <ul style="list-style-type: none"> <li>• Ability to communicate across agencies and hierarchies</li> <li>• Ability to write reports at a strategic and tactical level suitable for major events</li> <li>• Ability to prioritise workload within a multi-disciplined environment, meeting pre-determined deadlines and ensuring work is accurate and methodical</li> <li>• Ability to utilise software packages such as Microsoft Word, Outlook and Excel.</li> </ul>	
<p><b>Training requirements:</b></p> <p>Staff will be fully trained for their specific role and asked to undertake the following:</p> <ul style="list-style-type: none"> <li>• Health and Safety essentials including Emergency Evacuation Procedures, Incident Reporting, Manual Handling, Suspicious Items (identifying and reporting) and Run, Hide, Tell and ACT Awareness</li> </ul> <p>Some roles may offer online modules, video conferencing and other forms of prior to your start date</p>	
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