

# LAV CUP™

## POSITION DESCRIPTION

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| <b>Position</b>         | Accreditation & Uniform Team Member (Laver Cup 2024)  |
| <b>Role</b>             | Responsible for delivering the onsite accreditation operation, including the approval, printing and distribution of passes, plus the distribution of staff uniform.   |
| <b>Responsibilities</b> | <p><b>Accreditation</b></p> <ul style="list-style-type: none"><li>- Assist with the setup of accreditation equipment ready for the office opening.</li><li>- Undertake database and protocol training, to be able to administer requests.</li><li>- Answer general event queries including directional advice, event timings, uniform queries and venue assistance.</li><li>- Print and distribute accreditation passes, ensuring the accuracy of the data and access zones - plus the completion and filing of relevant T&amp;Cs.</li><li>- Maintain the accreditation database, adhering to data privacy guidelines.</li><li>- Monitor the accreditation email inbox for incoming queries and tasks.</li><li>- Advance preparation &amp; bulk printing of large groups, for speedy distribution.</li><li>- Ad hoc tasks to be completed, at the request of the accreditation supervisor.</li></ul> <p><b>Uniform</b></p> <ul style="list-style-type: none"><li>- Assist with the setup of the uniform office, sorting of clothing items so they are ready to distribute according to size and role. Items include shoes, socks, jackets, shirts, shorts depending on the nature of a person's job.</li><li>- Converse with and determine the role of each person so they can be provided with the appropriate items. An accurate record of all collections will need to be maintained.</li><li>- Facilitate any swaps or changes, as necessary.</li><li>- For some larger staff groups, items will need to be prepared using the sizing given to us by their team supervisors. These items will need to be delivered directly to the team leaders for distribution, away from the uniform office.</li><li>- Ad hoc tasks to be completed, at the request of the uniform supervisor.</li></ul> |
| <b>Benefits</b>         | Uniform<br>Accreditation<br>Onsite meals  |
| <b>Work Location</b>    | Uber Arena, Berlin  |
| <b>Work Schedule</b>    | Unrestricted availability between 11 <sup>th</sup> & 22 <sup>nd</sup> September 2024.<br>Mixture of early, mid and late shifts between 7am-8pm.   |

# LAYER CUP™

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|---|--|
| <b>Knowledge,<br/>Competencies and<br/>Attributes</b> | <ul style="list-style-type: none"><li>- Experience of working in an 'event' environment is important, with knowledge of tennis and accreditation operations being an advantage.</li><li>- Professional and efficient in a customer-faced environment. Able to learn and answer general event queries, as you are in a front facing role.</li><li>- Not afraid to ask questions and raise issues with the supervisor, making sure to elevate complex queries or complaints.</li><li>- Able to quickly understand and operate a bespoke database, plus confidently use Google Drive, Google Sheets and Google Mail.</li><li>- Ensuring confidentiality is maintained as you may have access to personal information via our accreditation database.</li><li>- Discretion required when dealing with sizing requirements.</li><li>- Manual lifting of boxes &amp; packages will be required at times.</li><li>- Work as a team, showing flexibility on tasks and schedules, as these may evolve during the event.</li><li>- Flexible to meet the needs of the team and the event, as necessary.</li></ul> |
| <b>Reporting To</b>                                   | Accreditation & Uniform Supervisor   |

*To apply, please email [dave@dmsportandevents](mailto:dave@dmsportandevents) with your CV and a cover letter.*