

JOB DESCRIPTION

Operations Manager

Manchester 2027 World Taekwondo Grand Prix

Role	Operations Manager
Event	Manchester 2027 World Taekwondo Grand Prix
Location	Primarily remote during the planning phase, with on-site delivery responsibilities in Manchester during the event delivery period. Based in Manchester or the North West is an advantage.
Contract type	Fixed-term, self-employed freelance contract.
Reporting to	Event Director / Head of Events

Role summary

The Operations Manager will support the planning and delivery of the event by coordinating key operational workstreams, suppliers, venue arrangements, workforce requirements and event services. The Operations Manager is an important role in the leadership team for the Grand Prix.

About the event

Great Britain has secured the rights to host the World Taekwondo Grand Prix Series III in Manchester in October 2027. The Grand Prix will be an important qualification event for the Los Angeles 2028 Olympic and Paralympic Games, with both Olympic and Paralympic competition included in the programme.

The Operations Manager will be a key member of the event delivery team, working closely with the Event Director / Head of Events to coordinate a range of operational workstreams and help ensure the event is delivered safely, efficiently and to the high standards expected of a World Taekwondo Grand Prix.

This is a hands-on role suited to someone who is confident taking ownership of workstreams, working collaboratively with suppliers and stakeholders, and translating plans into practical event delivery.

About the post

Location: Primarily remote during the planning phase. The postholder will be required onsite in Manchester for the full duration of the event from 18 – 24 October 2027.

Travel: Reasonable travel to attend planning meetings, venue visits, supplier meetings and event delivery activities will be required. This will be agreed in advance with the Event Director.

Remuneration: Fixed project fee of £20,000 (+VAT if applicable), with reasonable expenses reimbursed by prior agreement.

Hours of work: The successful candidate will be expected to manage their own workload across the project lifecycle, with regular planning input from onboarding, increased involvement around key technical milestones and test events, and a significant uplift during final readiness, venue build and event delivery.

Contractual status: Self-employed / freelance.

Start date: Onboarding from October 2026

End date: 30 November 2027

Job purpose

Reporting to and supporting the Event Director / Head of Events, the Operations Manager will support the planning and delivery of the Manchester 2027 World Taekwondo Grand Prix by coordinating key operational workstreams across venue operations, logistics, supplier management, workforce planning, procurement support and event services.

The role will act as a trusted operational partner to the Event Director, supporting day-to-day planning activity, leading agreed work areas and helping to ensure that strategic objectives are converted into practical, achievable delivery plans.

The postholder will be expected to work proactively, exercise sound judgement, identify issues early and provide hands-on operational support throughout the planning and delivery lifecycle.

Main responsibilities

Operational leadership and project coordination

- Support the Event Director in the development and delivery of the overall event operational plan.
- Coordinate operational activities across agreed functional areas to support integrated event delivery.
- Lead agreed operational projects and workstreams on behalf of the Event Director.
- Monitor operational milestones, actions, risks, dependencies and issues affecting delivery.
- Contribute to Organising Committee planning meetings and provide clear operational updates and recommendations.
- Act as an escalation point for operational matters during final planning and event delivery.

Event operations and venue management

- Lead the development and delivery of venue operations plans, including timelines, operational schedules and on-site workflows.

- Act as a key liaison with venue management, supporting access planning, loading schedules, space use, hall configurations and operational services.
- Coordinate build, operation and de-rig requirements including furniture, seating, barriers, flooring, power, internet, PA, cleaning and waste management.
- Support the Event Director in ensuring venue-related contractual requirements and operational obligations are understood and delivered.
- Work closely with the Competition Manager to ensure venue operations support field of play, warm-up, athlete preparation and sport delivery requirements.

Procurement and supplier management

- Support the Event Director with procurement and tender exercises for major event suppliers.
- Contribute to supplier specifications, scopes of work, quotation requests and briefing documents.
- Assist with the evaluation of supplier proposals and recommendations for appointment.
- Coordinate supplier onboarding and ensure appointed suppliers are effectively integrated into planning processes.
- Manage day-to-day operational supplier relationships and monitor delivery against agreed requirements.
- Support contract administration, purchase order tracking and supplier performance review activity where required.

Logistics and event services

- Coordinate logistics for event equipment, including storage, delivery, on-site handling, distribution and return.
- Support planning for operational services including security, stewarding, medical services, radio communications, furniture and equipment hire, catering, water provision and waste management.
- Ensure suppliers and service providers are briefed, scheduled and supported during event delivery.
- Coordinate back-of-house operational arrangements, event offices, staff facilities and general venue services.
- Support transport, arrivals and event services planning for officials, staff, VIPs and guests where required.

Workforce, contractors and volunteer operations

- Support the recruitment, onboarding and management of short-term contractors, freelance specialists and event delivery personnel required during the planning and delivery phases.
- Support the planning and deployment of event delivery staff, operational support staff and volunteers.
- Coordinate volunteer logistics, including accreditation, catering, travel allowances and daily briefings, working closely with the Volunteer Manager.
- Support workforce briefing, training and communication activity.
- Act as a key on-site escalation point for operational staff and volunteers during event delivery.

Accreditation, arrivals and event services

- Support the planning and delivery of event accreditation processes, including credential types, lanyards, wristbands, access control and venue zoning requirements.

- Assist with the coordination of arrivals and on-site requirements for officials, staff, VIPs, suppliers and guests.
- Oversee general event services such as water provision, rest areas, catering distribution, information points and waste management.
- Work with relevant functional leads to ensure operational arrangements are clear, practical and communicated to those involved.

Health, safety and risk management

- Support the development and delivery of event risk assessments and operational safety plans with the Health and Safety lead.
- Assist the Event Director in incident response planning and contingency arrangements.
- Identify operational risks, issues and dependencies and escalate them promptly with proposed solutions.
- Support daily operational briefings, debriefs and issue tracking during event delivery.

Budget and reporting support

- Support purchase order administration, supplier invoices and cost tracking where required.
- Contribute to post-event debriefs, operational reporting and lessons learned activity.

Key working relationships

- Event Director / Head of Events
- Competition Manager and sport delivery team
- Venue management and operational staff
- Volunteer Manager and event workforce leads
- Medical, security, stewarding, logistics and event service suppliers
- Commercial and operational suppliers appointed to support the event
- Short-term contractors, freelance specialists and temporary event personnel

Competencies

- Highly organised and proactive, with the ability to take ownership of agreed workstreams and deliver outcomes with minimal supervision.
- Calm, practical and solutions-focused under pressure.
- Able to balance strategic priorities with hands-on operational delivery.
- Builds productive relationships and works collaboratively across teams, suppliers and stakeholders.
- Communicates clearly and professionally with both internal and external stakeholders.
- Demonstrates sound judgement, discretion and integrity at all times.
- Comfortable managing multiple workstreams, deadlines and competing priorities.
- Understands the importance of safety, risk management, participant experience and event reputation.

Skills and experience

Essential skills and experience	Desirable skills and experience
• Proven experience in event operations, event management or project delivery, ideally within sporting, major event or venue-based environments.	• Experience supporting international federation or major event stakeholder environments.
• Experience of venue operations, logistics coordination and supplier management.	• Experience working with volunteers in an event environment.
• Experience coordinating multiple suppliers, contractors or service providers.	• Experience supporting accreditation, arrivals, VIP services or event workforce operations.
• Ability to plan and deliver complex operational programmes to tight deadlines.	
• Experience supporting workforce planning and event staffing.	
• Confident communicator with strong stakeholder management skills.	
• Strong working knowledge of Microsoft Office, including Word, Excel, Outlook and PowerPoint.	
• Willingness and availability to work unsociable hours during final preparations and event delivery.	

How to apply

To apply, candidates should submit a CV and short covering statement outlining their relevant competition management experience, availability during the project period and suitability for the role.

Applications should be sent to recruitment@britishtaekwondo.org

Closing date: Friday 28 August

Interview dates: w/c Monday 07 September

Following appointment, the successful candidate will be expected to begin onboarding from October 2026.

British Taekwondo is committed to creating an inclusive recruitment process and welcomes applications from candidates with diverse backgrounds, experiences and perspectives. Reasonable adjustments can be discussed as part of the recruitment process.

If you have any questions about the role please contact Mathew.marshall@britishtaekwondo.org