## Job Description – Birmingham 2022
### Senior Programme Manager, Queen’s Baton Relay

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<tr>
<th>Job title</th>
<th>Senior Programme Manager, Queen’s Baton Relay</th>
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<tr>
<td>Department</td>
<td>Culture, Ceremonies &amp; Queen’s Baton Relay</td>
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<tr>
<td>Position Type</td>
<td>Full time</td>
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<tr>
<td>Reports to</td>
<td>Head of Ceremonies, Culture and QBR</td>
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### 1. Job Purpose

In July 2022, Birmingham will host the XXII Commonwealth Games, the largest multi-sport event to be held in England in 10 years. Approximately 6,500 athletes and team officials from 71 nations and territories across the Commonwealth will come together in a 12-day celebration of sport and culture. Events will take place across Birmingham and the West Midlands, entertaining more than one million ticketed spectators and reaching a global broadcast audience of more than one billion.

Each of the signatories to the Host City Contract (HCC); the Commonwealth Games Federation (CGF), UK Government, Birmingham City Council and Commonwealth Games England (CGE) together with the Organising Committee (OC) have key roles in the planning and delivery of the 2022 Commonwealth Games, both individually and collectively to ensure that the 2022 Commonwealth Games and the host community legacies derived from hosting the Games are a huge success.

The parties to the HCC have established Birmingham Organising Committee for the 2022 Commonwealth Games Ltd as the Organising Committee (‘OC’). The scope of the OC’s role is broad and complex and ranges from ensuring the physical readiness of the venues and temporary facilities, to the planning, coordination and delivery of more than 40 operational functions such as transport, security and catering to meet the needs of the Games, including the athletes, technical officials, spectators, press, broadcasters and other Games Family and stakeholders.

The OC and partners are committed to delivering the Games as efficiently and effectively as possible to ensure the event is sustainable and accessible to all in the long term. We are seeking individuals to join us who are innovative, commercially astute and have a genuine passion and interest in delivering the most sustainable, inclusive and accessible Commonwealth Games to date.

The CCQ division of the OC is responsible for the Opening & Closing Ceremonies, the Queen’s Baton Relay, Sports Presentation, the Athletes Welcome, the Cultural Programme / Festival, and Live Sites.

The Queen’s Baton Relay has been an integral part of the Commonwealth Games since 1958 and is an opportunity to connect all Commonwealth territories and nations with the Games. The Baton will leave Buckingham palace before travelling around the 71 nations and territories of the Commonwealth and returning to the UK, for the Opening Ceremony of the Games.

The purpose of this role is to drive forwards the technical and logistical delivery of the Queen’s Baton Relay, working closely with all functional areas to ensure a well-planned and safely executed relay. The Senior Programme Manager will oversee the day-to-day delivery of this high-profile project, including the internal QBR operational programme areas.

The Senior Programme Manager will work closely with the Head of CCQ (and in turn with the Chief Creative Officer) to ensure there is integrated planning across all of the OC. The post holder will be responsible for ensuring that the QBR is delivered to the delivery model, budget and scope set out in the strategic plan within agreed timeframes and project governance arrangements.

The individual will be an operational thinker with significant experience of logistics and programme management. They will have a solid understanding of risk management and working on a complex programme in a multi-stakeholder environment. Communication will be key to manage the diverse requirements and pressures that come with the Queen’s Baton Relay programme.
## 2. Key Responsibilities and Accountabilities

This role will have the following responsibilities:

### Planning

- Conceptualise and scope the delivery of the QBR across both international and domestic sectors, balancing the traditions and practices of the QBR with the needs of key stakeholders, including multiple government authorities.
- Develop numerous plans to support the development and delivery of the QBR.
- Devise an optimum route for the QBR throughout all 71 nations and territories, securing stakeholder buy-in and OC approval for the final proposed route.
- Forge links with the Commercial Division of the OC in respect of sponsorship opportunities.
- Devise policy documents and processes required for the successful delivery of the QBR.
- Working with Executive Producers and the Marketing & Communications FA, develop innovative and integrated approaches to content creation and engagement throughout the duration of the relay to support Games-times activity.
- Build on existing best practice in the delivery of the QBR whilst identifying opportunities to innovate and further maximise its impact.

### Operational Delivery

- Manage and oversee the delivery of the QBR across both international and domestic sectors, covering 71 nations and territories.
- Oversee the development of runner and escort runner processes, risk management plans, project timelines and contingency plans.
- Develop, with local partners, an operational plan for each stage of the relay.
- Manage all on-road operations of the QBR during its execution phase.
- Working with the Marketing & Communications FA maximise opportunities for media coverage of the QBR, across both international and domestic routes.
- Ensure that activities are carried out in full compliance of all Health & Safety requirements.
- Embed robust safeguarding processes and procedures into the management of the QBR.
- Work closely with the West Midlands Police and appointed security providers to deliver the relay safely, whilst focusing on opportunities for community engagement.
- Ensure a high standard of operational management and service across all functions.

### Procurement, Programme & Resource Management

- Lead and the day-to-day management of the QBR team, ensuring all areas of work are staffed and resourced to a consistently high standard.
- Monitor progress against milestones and project timelines to deliver to schedule.
- Manage the Baton Design process from design brief through to manufacturing and delivery.
- Secure all necessary resources to effectively deliver the QBR including travel, accommodation and other cross-FA resources.
- Manage all suppliers and contractors connected with the delivery of the QBR.
- Lead on the day-to-day management the QBR budget, working closely with Head of CCQ to report and monitor variance to planned expenditure.

### Stakeholder Relations

- Manage the day-to-day communication process with international and domestic Government Departments, CGAs, embassies and UK local authorities.
- Develop technical and operational presentations to be used to communicate with the multiple stakeholders and delivery partners.
- Work to satisfy differing needs of multiple stakeholders; ensuring the best outcome for the Games, including athletes, spectators, Games Partners, sponsors and Government.

Responsibilities of the role will evolve during the lifespan of the Organising Committee and it is likely that the role profile will evolve with the changing needs of the OC.
## Person specification
### 3a) Skills and experience required

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<tr>
<th>Area</th>
<th>Critical</th>
<th>Desirable</th>
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| **Qualifications**        | • Relevant industry experience; either in an event-based or complex programme management environment                                                     | • Degree or equivalent in a related discipline  
• Relevant industry experience  
• Programme management qualification                                           |
| **Skills & Ability**      | • Highly skilled in programme management with excellent ability to solve problems and find solutions.  
• Ability to find clarity and direction in a multi-stakeholder environment in order to deliver a high-quality QBR.  
• Exceptional planning and project management skills  
• Ability to assess operational requirements and implement the most appropriate solution for the OC, accounting for the long durational nature of the programme.  
• Energetic and dynamic individual with senior level organisational skills.  
• Resilient with an effective approach to resolving challenges and identifying solutions.  
• Ability to build relationships, with speed and credibility, with people at all levels (internal or external)  
• Proven success in delivering complex multi-event projects or programmes  
• Strong analytical skills in solving multifaceted problems, weighs up cross-organisation and external factors in reaching a decision for the OC. | • Experience of working internationally on programme delivery |
| **Knowledge and Experience** | • Proven effectiveness in delivering high-profile programmes of events.  
• Working knowledge of operations and logistics when planning events or programmes  
• Proven record in people management  
• Proven experience delivering events in partnership with multiple stakeholder and organisations.  
• Experienced in budget management for rapidly evolving time-limited projects  
• Experienced in working within a multi-stakeholder environment. | • Knowledge or experience in delivering a relay event |
### 3b) Personal Qualities

<table>
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<tr>
<th>Teamwork</th>
<th>Communication</th>
<th>Commitment and results delivery</th>
<th>Motivation and drive</th>
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<tr>
<td>• Embraces diversity and displays respect and loyalty to colleagues, the organisation and partners; • Engages effectively, and is helpful and supportive towards others; • Highly collaborative, taking the time to engage with team members; • Reliable and committed to success of the team; • Embraces change and is adaptable; • Able to multitask and willing to take on additional roles and tasks;</td>
<td>• Natural communicator at all levels, approachable and knowledgeable; • Open and transparent but also maintains trust and confidentiality; • Prepared to challenge information and bureaucracy; • Embraces and absorbs new information; • Comes up with ideas and communicates these to others;</td>
<td>• Displays the highest levels of integrity and commitment with an ability to deliver excellent results; • Plans ahead and manages time effectively; • Deals with ambiguity, flexible and creative in approach to delivery; • Resilient and positive through change and adapts positively; • Takes accountability and ownership of tasks and problems; • Tenacious and seeks to overcome obstacles and challenges; • Meets milestones and is committed to achieving a positive result; • Uses initiative to resolve matters within control and understands when to pass on relevant issues or incidents; • Comes up with ideas and shares these with the team; • Follows rules and guidelines; • Provides quality work that is fit for purpose;</td>
<td>• Self - motivated and proud to be part of the experience; • Demonstrates enjoyment in their work; • Professional, polite and approachable manner; • Positive attitude and optimistic; • Resilient, calm and in control of emotions;</td>
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