



## Position Description

# Accreditation Manager

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<b>Department</b>	Operations
<b>Manager</b>	Head of Security
<b>Position Summary</b>	The Accreditation Manager will be responsible for the planning, implementation, oversight and delivery of the accreditation program for the T20 World Cup. This role will work closely with the ICC and key stakeholders to ensure robust accreditation processes and procedures are put in place, and that the accreditation management system is implemented and administered appropriately, resulting in a seamless accreditation experience.

## Key Responsibilities

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### System Planning and Implementation

- Lead the planning and implementation of the procured T20WC Accreditation System, working closely with the Head of Security and the ICC to ensure that all program milestones are met, and that the system is tailored appropriately to meet the T20WC specific needs
- Develop and manage the LOC relationship with key government stakeholders to ensure seamless processes to assist with visa and background checking processes, e.g. AUSGOV agencies and departments
- Represent the LOC on the National Accreditation Working Group, to ensure that all the LOC needs are met, whilst supporting broader government requirements
- Work closely with Security to develop appropriate access control classification guidelines and processes
- Work with the T20WC Ticketing Provider to develop integrated processes around venue access for accredited parties
- Ensure the T20WC accreditation system is maintained for all internal and external stakeholders to a high degree of quality and accuracy and within budget
- Ensure compliance with contractual obligations with internal and external stakeholders
- Oversee appointment of sub-contractors to the Supplier (as required)
- Develop, maintain and review risk control and mitigation strategies in support of a successful T20WC Accreditation Program

## Accreditation Processes and Program Delivery

- Work with Accreditation Provider to develop the T20WC Accreditation Policy documentation and associated procedures
- Work closely key stakeholders (ICC, Australian Cricket, Host Cities, Venues, teams, broadcasters, LOC Executive and FA leads) to ensure successful delivery of the T20WC Accreditation Program
- Manage the regular accreditation reporting cycle to functional areas and external group, providing timely and accurate information to ensure all applications are submitted appropriately, and providing support / troubleshooting when necessary to successfully deliver the program
- Oversee, consult on and approve accreditation pass design, printing and distribution process
- Recruit, train and manage Volunteer Accreditation Coordinators for the Tournaments
- Manage issues, complaints or disputes as required to look after the interests of the wider Tournament
- Attend Tournament matches as required
  - Maintain strong relationships with key 'at match' stakeholders including broadcast, media, commercial partners, contractors, venues and State Associations
  - Ensure high levels of customer service are maintained at all times by the Provider
- Create effective reports on accreditation data from current and previous years
- Keep highly accurate records and complete end of tournament reporting and transfer of knowledge processes


## Key Stakeholders

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### Internal

- Head of Security
- T20WC Personnel
- State Accreditation Coordinators
- Accreditation Group Managers
- ICC Events Team
- ICC Anti-Corruption Managers
- Commercial Partners
- Australian Cricket, comprising Cricket Australia, State & Territory Cricket Associations and W/BBL Clubs

### External

- T20WC Accreditation System Provider
  - T20WC Ticketing Provider
  - T20WC Suppliers & Contractors
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## Governance

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It is your duty to comply with the T20WC's policies and procedures which set out governance standards and manage risks for our organisations. You are responsible for being aware of and complying with the policies and procedures.

## Duties under Workplace Health and Safety Requirements

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It's your duty to comply with T20WC's policies and procedures which are designed to protect your health and safety at work. As part of this duty, you must comply with all reasonable instructions from managers or WHS representatives in relation to health and safety issues at work. This means participating in workplace health and safety training and consultation, cooperating with T20WC procedures as required to ensure compliance with the law and reporting any incidents/near misses.

## Child Protection

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It is your duty to comply with Australian Cricket's Looking After Our Kids for Australian Cricket Personnel and Australian Cricket's Commitment Statement to Safeguarding Children and Young People, designed to ensure the safeguarding of children and young people involved in the sport of cricket. As part of your duty, you must recognise that children and young people require special care and attention in order to feel safe and you will be committed to protecting and prioritising the safety of children and young people involved in the T20 World Cup's programs and services.


## Key Position Requirements

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### Essential

- Proven experience developing and leading an accreditation function in a major event context, including working with an external provider to successfully deliver an accreditation program
- Proven ability to establish, maintain and positively leverage stakeholder relationships across all Tournament venues and with other internal Functional Areas
- Excellent communication, negotiation and influencing skills
- Demonstrated organisational and administrative skills, with a strong attention to detail in the preparation of planning documents, communication and reports
- A Team player approach, be resourceful and possess the ability to demonstrate initiative and a willingness to get involved

### Highly Desirable

- A passion for the sporting and entertainment industry
  - Experience working within some or all of the T20WC's Tournament venues (e.g. MCG, SCG, Gabba, Adelaide Oval, etc.)
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## Acknowledgement

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The list of key responsibilities and key results areas herein are not intended to be all inclusive and may include additional responsibilities as required and assigned.

