



Glasgow 2026 Commonwealth Games – Job Description

Job title:	Accreditation Client Services Manager (Workforce & Media)
Division:	Operations
Department:	GSV
Reports to:	Senior Accreditation Manager
Location:	Glasgow (Flexible working options available)

Job Purpose

In July 2026, Glasgow will host the 23rd edition of Commonwealth Games. Approximately 3,000 athletes and team officials from up to 74 nations and territories across the Commonwealth will come together in an 11-day celebration of sport and culture. Events will take place across Glasgow, entertaining around 500,000 ticketed spectators and reaching a global broadcast audience of more than one billion.

The Accreditation Client Services Manager (Workforce) will be responsible for the planning, development and implementation of an effective and efficient Accreditation process for Glasgow 2026 Commonwealth Games workforce (paid staff, contractors and volunteers).

This role is responsible for the development of the Workforce Accreditation Privilege Matrix and will manage a small team of Accreditation Coordinators to guide all Games workforce through the accreditation process.

Role Summary & Key Accountabilities

The Accreditation Client Services Manager (Workforce)' will lead the accreditation process for all Games workforce, including paid staff, contractors and volunteers.

The role requires you to:

- Define and create the Workforce Accreditation privilege matrix in collaboration with all relevant Functional Areas
- Contribute to the configuration of the accreditation system, ensuring thorough testing of all registration forms and processes
- Extensively track progress of accreditation applications through report creation and data analysis
- Work closely with the Workforce Functional Area to integrate processes and create a seamless workforce journey
- Train and manage a small team of Accreditation Coordinators to support all workforce clients through the accreditation application process



- Plan and implement an efficient process for capturing venue and zone owner approval, in agreement with all relevant stakeholders
- Develop accreditation documents and materials such as procedures, manuals and forms
- Provide support on the accreditation and visa process for all Games Family client groups as and when required
- Build and maintain close working relationships with Glasgow 2026 Functional Areas
- Educate and train all internal FAs and Event Delivery Partner staff and contractors on the workforce accreditation process
- Support the operation of the Uniform and Accreditation Centre, ensuring a smooth and efficient accreditation collection process for all Games workforce
- Represent the Accreditation Department's interests in Games-wide planning

Responsibilities of the role will evolve during the lifespan of the OC, and the role profile will likely be adapted in line with the changing needs of the Games.

Knowledge & Experience

Essential:

- Experience operating in a dynamic, fast-paced and high-pressure events environment
- Detailed knowledge of multi-sport event accreditation requirements
- Excellent attention to detail with strong IT skills
- Experience and knowledge of accreditation system configuration and requirements
- Demonstrated experience in external relationship management
- Ability to collaborate and make positive decisions to enable successful delivery of a project
- Knowledge and understanding of multi-sport events and the stakeholders involved in delivering such projects.

Desirable:

- Direct practical experience of workforce accreditation processes
- Understanding of various client requirements and their relation to accreditation
- Flexibility and adaptability to develop improvements to existing systems and processes.



Personal Characteristics
• Organised and methodical – maintains clear records and keeps on top of multiple moving parts • Proactive and reliable – takes ownership of tasks and follows through on details • Team-focused – works well with others to deliver shared goals and support colleagues • Calm under pressure – responds effectively to changes or challenges • Problem-solver – takes initiative to resolve issues as they arise • Adaptable and flexible – able to support different teams and tasks as needed • Detail-driven – takes care in documentation, tracking, and stock management • Proud to contribute – motivated to play a part in delivering a world-class Commonwealth Games for Glasgow