



## Glasgow 2026 Commonwealth Games – Job Description

<b>Job title:</b>	Assistant Project Manager, Spectator Experience
<b>Division:</b>	Games Experience
<b>Department:</b>	Venue and City Activation
<b>Reports to:</b>	Spectator Experience Senior Manager
<b>Location:</b>	Glasgow with flexibility
<b>Contract Type</b>	Fixed-term
<b>Salary</b>	Competitive. Based on skills and experience.

### Background to the Glasgow 2026 Commonwealth Games

The journey to Glasgow 2026 starts now – and we want **YOU** to be part of it!

Get ready for a brilliant new era for the Commonwealth Games, blending world-class sport with a sustainable, future-focused vision. In under 300 days, Glasgow will transform into a global hub for sport and culture, welcoming 3,000 athletes from 74 nations, across 11 days of action, fuelled by the city's unstoppable energy and passion.

Glasgow 2026 is set to revolutionise the Games with a bold, 'Clyde Built' experience that reflects the city's resilience and innovation. This is more than just an event; it's a movement – a celebration of unity, equality, and sporting excellence. A movement that will not only deliver a world-class sporting experience, but will also create a lasting legacy, maximising social and economic benefits for the city and the Commonwealth.

Joining the Glasgow 2026 team means being part of something extraordinary. This is an opportunity to shape the future of major sporting events, bringing the world together for 11 days of unforgettable competition and culture.

We have an exciting opportunity for a Spectator Experience Assistant Manager to join the Games Experience Division. This is your chance to play a pivotal role in delivering a world-class competition, supporting the planning and delivery of your assigned sport as part of the Commonwealth Games.

Spectator Experience Assistant Manager, is responsible for supporting the Spectator Services Senior manager in the designing, coordinating and delivering a world-class experience for all spectators attending the Games. The role ensures that every touchpoint, from arrival in Glasgow, to travel along spectator routes and venue entry, to final departure, reflects the spirit and brand promise of Glasgow 2026. The goal is to create an inclusive, safe and memorable journey that celebrates people and place and encourages participation, leaving visitors with a positive impression of the Games. This role ensures that every spectator—from ticketed attendees to casual city visitors—



experiences a safe and seamless journey through the city to venue access points, integrating cultural, community and city-wide activations.

#### **Role Summary / Key Accountabilities**

The postholder will be responsible for developing and implementing the Games-Wide Spectator Experience (SPE) strategy in support of the vision for an *Altogether Brilliant Games*. This will involve mapping all key stages of the spectator journey, including arrival, wayfinding, queueing, entry, engagement, and departure - and defining the desired look and feel for each environment aligned with Games and city branding. The role will work collaboratively with Functional Areas across the OC and integrate Spectator Experience with the broader Zone Ex strategy, coordinating with city partners, transport, Police Scotland and venue teams to deliver a seamless and engaging experience.

The postholder will identify and plan key touchpoints along the spectator journey, such as signage, public realm improvements and entertainment activations, while identifying barriers to route suitability and working with partners to address.

In addition, the role will focus on developing essential partnerships within the city to activate opportunities that enhance the Games experience for spectators, residents and city businesses.

Working collaboratively across all functional areas of the Organising Committee, the postholder will develop a comprehensive responsibility matrix to ensure shared commitment to the Spectator Experience strategy.

This role requires flexibility, particularly in the lead-up to and during Games Time, with evening and weekend work expected as needed.

#### **Job Responsibilities**

##### **Strategic & Stakeholder Support**

- Support the Spectator Experience Senior Manager in developing components of the Spectator Experience Strategy.
- Assist in gathering information across internal teams (Transport, Look, City Integration, Security, Festival, Commercial) to support cross-functional alignment.
- Help coordinate meetings, prepare materials and document key actions for internal and external stakeholder engagement.
- Support representation of the Spectator Experience function by attending cross-functional workshops.



- Assist with collating information from Glasgow Life, festival partners, city partners, and business groups.
- Ensure consistent approach from the end-to-end journey for spectators- ticket purchase to event departure point.
- Assist in the gathering of information and production of the Spectator Guides for all venues.

#### **Operational Delivery**

- Ensure the delivery of the Spectator Experience strategic and operational plans.
- Support planning for spectator movement from transport hubs to venue entry, gathering data and assisting with route assessments.
- Assist in preparing plans and documentation for Designated Walking Routes, including signage inventories, wayfinding materials and experience enhancements.
- Help monitor progress of public realm improvements, entertainment activations, busker programmes, and F&B or commercial engagement opportunities.
- Coordinate and track operational requirements such as equipment, volunteer needs or resource requests, ensuring timely and accurate updates.
- Assist with ensuring inclusive, accessible and safe operational planning by supporting research, documentation and stakeholder engagement.
- Support readiness activities such as test events, tabletop exercises and internal planning sessions.
- Lead and deliver the operational plans for movement of spectators from transport hubs to back of venue queue, with understanding on crowd flow, accessibility, services and emergency response in collaboration with relevant teams.
- Coordinate and ensure that any agreed additional elements, improvement works and city activations are delivered on time and on budget.
- Oversee the implementation of busker programmes, cultural and community activations, spectacles, food and beverage and wayfinding enhancements.
- Support the Commercial FA with opportunities to engage with spectators at points across the city.
- Ensure all plans are inclusive, safe, and responsive to the needs of diverse spectator groups.

#### **Team Leadership**

- Deliver appropriate training for Spectator Experience workforce or as part of the overall workforce training strategy.



- Working with the appropriate FA, scope and manage Spectator Experience volunteers, if deemed required, across the city footprint.
- Provide day-to-day administrative support to the Spectator Experience team, including scheduling, documentation, progress tracking and reporting.
- Assist in preparing training materials or briefing packs for workforce and volunteers.
- Maintain Smartsheet trackers, SharePoint folders and other project management tools.

#### **Games-Time**

- Implement the Spectator Experience strategy during the Games.
- Provide operational support during Games-time, ensuring timely communication and helping to resolve spectator-related issues.
- Assist with monitoring spectator flow, walking routes and experience touchpoints, escalating issues to senior staff as necessary.
- Gather feedback and contribute to documenting lessons learned for future events.

#### **Knowledge & Experience**

The ideal candidate will bring experience working within management level roles for spectator experience or services at a multi-sport major event.

#### **Essential key skills and experience**

- Previous role in dealing with spectators / event participants.
- Proven experience in large-scale event operations, ideally within a multi-venue or city-wide context.
- Strong stakeholder management and cross-functional coordination skills.
- Experience of public realm, transport, and crowd management principles.
- Experience of route management and mapping.
- Awareness on how to ensure and implement inclusivity, accessibility, sustainability and positive spectator engagement.
- Experience and understanding of cross functional planning within spectators, ensuring integrating planning and service levels.
- Demonstrated responsibility for managing workforce and volunteers within a major event delivery model.

#### **Desirable attributes**

- Previous experience creating a programme of activity inclusive of food & beverage, entertainment and sponsor activation.



- Experience working with city councils, transport authorities, and business organisations.
- Familiarity with Zone Ex planning and Games-time operations or major event experience.
- Previous workforce and volunteer training delivery programmes experience.

You should be IT-literate, confident using Microsoft Office as a minimum and Smartsheet's is desirable as the OC project management tool.